

**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Statewide - CY 2004**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 +	5.9 F
<b>Group - 1 Roadway Maintenance and Operations</b>										
1A1 Pavement Patching and Repair		✓		⊙						
1A2 Crack Sealing					✓	⊙				
1A3 Shoulder Maintenance				✓	⊙					
1A4 Sweeping and Cleaning		✓		⊙						
1B1 Safety Patrol					✓	⊙				
<b>Group - 2 Drainage Maintenance and Slope Repair</b>										
2A1 Maintain Ditches			✓			⊙				
2A2 Maintain Culverts						✓	⊙			
2A3 Maintain Catch Basins and Inlets				✓	⊙					
2A4 Maintain Detention/Retention Basins						✓ ⊙				
2A5 Slope Repair			✓		⊙					
<b>Group - 3 Roadside and Vegetation Management</b>										
3A1 Litter Pickup							✓	⊙		
3A2 Noxious Weed Control		✓		⊙						
3A3 Nuisance Vegetation Control			✓	⊙						
3A4 Control of Vegetation Obstructions					✓	⊙				
3A5 Landscape Maintenance						✓	⊙			
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>										
4A1 Bridge Deck Repair			✓				⊙			
4A2 Structural Bridge Repair					✓	⊙				
4A3 Bridge Cleaning			✓			⊙				
4B1 Movable and Floating Bridge Operations				⊙	✓					
4B2 Keller Ferry Operations				✓ ⊙						
4B3 Urban Tunnel Systems				✓	⊙					
<b>Group - 5 Snow and Ice Control Operations</b>										
5B1 Snow and Ice Control Operations				✓	⊙					
<b>Group - 6 Traffic Control Maintenance and Operations</b>										
6A1 Pavement Striping Maintenance				✓	⊙					
6A2 Raised/Depressed Pavement Marker Maintenance				✓		⊙				
6A3 Pavement Marking Maintenance						✓	⊙			
6A4 Regulatory Sign Maintenance					✓	⊙				
6A5 Guide Sign Maintenance				✓	⊙					
6A6 Guidepost Maintenance						✓	⊙			
6A7 Guardrail Maintenance		✓	⊙							
6B1 Traffic Signal Systems					✓	⊙				
6B2 Highway Lighting Systems		✓		⊙						
6B3 Intelligent Traffic Systems					✓	⊙				
6B4 Permits				✓ ⊙						
<b>Group - 7 Rest Area Operations</b>										
7B1 Rest Area Operations				✓ ⊙						

**Key**

- ⊙ Current Law Budget Service Level Commitment
- ✓ Service Level Currently Delivered By WSDOT

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A1 Pavement Patching and Repair**

SL Target **2.99**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			SF/LM	SL	SF/LM	SL	

<b>Northwest</b>							
	1						
Area 1 average:			134	A+	346	A	A+
	2						
Area 2 average:			253	A	99	A+	A+
	3						
Area 3 average:			4470	C-	4190	C	C-
	4						
Area 4 average:			2240	C+	882	A-	B
	5						
Area 5 average:			170	A+	1811	B-	A-
Northwest Region average:				B+		B+	B+

<b>North Central</b>							
	1	1	3485	C	1563	B	C+
		2	594	A	6	A+	A
Area 1 average:				B		A-	B+
	2	1	1857	B-	170	A+	B+
		2	174	A+	17	A+	A+
Area 2 average:				B+		A+	A
	3	1	3061	C	2586	C+	C
		2	2117	C+	577	A	B
		3	206	A+	2273	C+	B+
Area 3 average:				B		B	B
North Central Region average:				B		A-	B+

<b>Olympic</b>							
	1						
Area 1 average:			194	A+	114	A+	A+
	2						
Area 2 average:			91	A+	1504	B	A-
	3						
Area 3 average:			237	A+	212	A+	A+
	4						
Area 4 average:			28	A+	1	A+	A+
Olympic Region average:				A+		A	A

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A1 Pavement Patching and Repair**

SL Target **2.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	SF/LM	SL	SF/LM	SL	
Southwest							
	1	1	95	A+	49	A+	A+
		2	234	A+	791	A-	A
	Area 1 average:			A+		A	A
	2	1	744	A	702	A	A
		2	320	A	287	A	A
		3	1736	B	689	A	B+
	Area 2 average:			A-		A	A
	3	1	966	A-	8	A+	A
		2	369	A	92	A+	A+
	Area 3 average:			A		A+	A
	4	1	163	A+	43	A+	A+
		2	151	A+	282	A	A+
	Area 4 average:			A+		A+	A+
	Southwest Region average:			A		A	A
South Central							
	1						
	Area 1 average:		920	A-	431	A	A
	2						
	Area 2 average:		343	A	0	A+	A+
	3						
	Area 3 average:		400	A	478	A	A
	4						
	Area 4 average:		17	A+	344	A	A+
	South Central Region average:			A		A	A
	Eastern						
	1						
	Area 1 average:		2355	C+	2580	C+	C+
	2						
	Area 2 average:		6039	D+	5840	D+	D+
	3						
	Area 3 average:		2142	C+	267	A	B+
	4						
	Area 4 average:		2687	C+	2523	C+	C+
	Eastern Region average:			C		B-	C+
	Statewide Average:				A-		A-

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A2 Crack Sealing**

SL Target **3.99**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			LF/LM	SL	LF/LM	SL	

<b>Northwest</b>							
	1						
Area 1 average:			1024	D+	925	C-	C-
	2						
Area 2 average:			159	A	215	A-	A
	3						
Area 3 average:			320	B	295	B+	B+
	4						
Area 4 average:			594	C+	551	C+	C+
	5						
Area 5 average:			153	A	198	A-	A
Northwest Region average:				B		B	B

<b>North Central</b>							
	1	1	1313	D+	1136	D+	D+
		2	372	B	39	A+	A-
Area 1 average:				C		B	B-
	2	1	3381	F	2304	D-	F+
		2	1408	D	778	C	C-
Area 2 average:				D-		D+	D
	3	1	897	C-	893	C-	C-
		2	2805	F+	1798	D	D-
		3	2395	D-	3391	F-	F
Area 3 average:				D		D	D
North Central Region average:				D		C-	D+

<b>Olympic</b>							
	1						
Area 1 average:			489	B-	694	C	C+
	2						
Area 2 average:			146	A	206	A-	A
	3						
Area 3 average:			482	B-	483	B-	B-
	4						
Area 4 average:			121	A	163	A	A
Olympic Region average:				B+		B	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A2 Crack Sealing**

SL Target **3.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	LF/LM	SL	LF/LM	SL	
Southwest							
	1	1	313	B	202	A-	B+
		2	415	B	492	B-	B-
Area 1 average:				B		B	B
	2	1	1668	D	1836	D	D
		2	673	C	483	B-	C+
		3	2070	D	37	A+	B-
Area 2 average:				D+		B-	C
	3	1	631	C	399	B	B-
		2	402	B	292	B+	B
Area 3 average:				B-		B	B
	4	1	369	B	599	C+	B-
		2	31	A+	24	A+	A+
Area 4 average:				A-		B+	A-
Southwest Region average:				B-		B	B
South Central							
	1						
	Area 1 average:		584	C+	543	C+	C+
	2						
	Area 2 average:		409	B	812	C	C+
	3						
	Area 3 average:		877	C-	339	B	C+
	4						
	Area 4 average:		410	B	525	C+	B-
South Central Region average:				C+		C+	C+
Eastern							
	1						
	Area 1 average:		627	C	803	C	C
	2						
	Area 2 average:		1984	D	1282	D+	D
	3						
	Area 3 average:		1507	D	937	C-	D+
	4						
	Area 4 average:		1313	D+	479	B-	C
Eastern Region average:				D+		C	C-
Statewide Average:				C+		B-	C+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A3 Shoulder Maintenance**

SL Target **3.25**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% SF	SL	% SF	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			3.9%	<b>B-</b>	3.87%	<b>B-</b>	<b>B-</b>
	2						
<b>Area 2 average:</b>			3.46%	<b>B</b>	4.2%	<b>C+</b>	<b>B-</b>
	3						
<b>Area 3 average:</b>			0.95%	<b>A</b>	1.24%	<b>A</b>	<b>A</b>
	4						
<b>Area 4 average:</b>			3.27%	<b>B</b>	3.14%	<b>B</b>	<b>B</b>
	5						
<b>Area 5 average:</b>			1.64%	<b>A-</b>	1.67%	<b>A-</b>	<b>A-</b>
<b>Northwest Region average:</b>				<b>B</b>		<b>B</b>	<b>B</b>

<b>North Central</b>							
	1	1	2.49%	B+	4.36%	C+	B
		2	0.74%	A	0.49%	A+	A
<b>Area 1 average:</b>				<b>A-</b>		<b>B+</b>	<b>A-</b>
	2	1	6.68%	C	5.58%	C	C
		2	0.51%	A	0.37%	A+	A+
<b>Area 2 average:</b>				<b>B</b>		<b>B</b>	<b>B</b>
	3	1	2.78%	B	6.43%	C	B-
		2	3.69%	B-	2.93%	B	B
		3	17.02%	F	15.38%	F-	F
<b>Area 3 average:</b>				<b>C</b>		<b>C-</b>	<b>C</b>
<b>North Central Region average:</b>				<b>B</b>		<b>B-</b>	<b>B</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			2.27%	<b>B+</b>	1.37%	<b>A</b>	<b>A-</b>
	2						
<b>Area 2 average:</b>			1.23%	<b>A</b>	2.71%	<b>B</b>	<b>A-</b>
	3						
<b>Area 3 average:</b>			2.84%	<b>B</b>	2.42%	<b>B+</b>	<b>B</b>
	4						
<b>Area 4 average:</b>			1.41%	<b>A</b>	2.58%	<b>B</b>	<b>A-</b>
<b>Olympic Region average:</b>				<b>A-</b>		<b>B+</b>	<b>B+</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **1A3 Shoulder Maintenance**

SL Target **3.25**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% SF	SL	% SF	SL	
Southwest							
	1	1	3.69%	B-	2.14%	B+	B
		2	4.46%	C+	5.31%	C	C+
Area 1 average:				B-		B	B-
	2	1	5.33%	C	4.78%	C+	C
		2	2.54%	B	2.2%	B+	B+
		3	12.49%	D	0.19%	A+	B-
Area 2 average:				C		B+	B-
	3	1	5.52%	C	4.22%	C+	C+
		2	3.27%	B	6.36%	C	C+
Area 3 average:				C+		C	C+
	4	1	2.53%	B	5.77%	C	B-
		2	4.54%	C+	13.75%	D-	C-
Area 4 average:				B		D+	C
Southwest Region average:				C+		C+	C+
South Central							
	1						
Area 1 average:			3.1%	B	5.43%	C	B-
	2						
Area 2 average:			2.51%	B	3.13%	B	B
	3						
Area 3 average:			2.72%	B	2.26%	B+	B+
	4						
Area 4 average:			4.21%	C+	4.73%	C+	C+
South Central Region average:				B		B-	B
Eastern							
	1						
Area 1 average:			1.09%	A	4.78%	C+	B
	2						
Area 2 average:			11.28%	D	10.63%	D	D
	3						
Area 3 average:			3.69%	B-	2.99%	B	B
	4						
Area 4 average:			4.53%	C+	1.69%	A-	B
Eastern Region average:				B-		B-	B-
Statewide Average:				B		B	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A4 Sweeping and Cleaning**

SL Target **2.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% SF	SL	% SF	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			0.22%	<b>A+</b>	0.11%	<b>A+</b>	<b>A+</b>
	2						
<b>Area 2 average:</b>			0.23%	<b>A+</b>	0.34%	<b>A+</b>	<b>A+</b>
	3						
<b>Area 3 average:</b>			1.41%	<b>A</b>	4.6%	<b>A-</b>	<b>A</b>
	4						
<b>Area 4 average:</b>			1.96%	<b>A</b>	3.88%	<b>A-</b>	<b>A</b>
	5						
<b>Area 5 average:</b>			17.31%	<b>C</b>	9.84%	<b>B-</b>	<b>C</b>
<b>Northwest Region average:</b>				<b>A</b>		<b>A-</b>	<b>A</b>

<b>North Central</b>							
	1	1	1.19%	A+	0.3%	A+	A+
		2	0.59%	A+	0%	A+	A+
<b>Area 1 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
	2	1	0.02%	A+	2.13%	A	A+
		2	0%	A+	0%	A+	A+
<b>Area 2 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
	3	1	0.13%	A+	0%	A+	A+
		2	2.53%	A	2.97%	A	A
		3	0.59%	A+	0.27%	A+	A+
<b>Area 3 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
<b>North Central Region average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			12.42%	<b>C+</b>	5.52%	<b>B+</b>	<b>B</b>
	2						
<b>Area 2 average:</b>			11.63%	<b>C+</b>	9.33%	<b>B-</b>	<b>C+</b>
	3						
<b>Area 3 average:</b>			2.55%	<b>A</b>	3.24%	<b>A</b>	<b>A</b>
	4						
<b>Area 4 average:</b>			1.66%	<b>A</b>	0.93%	<b>A+</b>	<b>A</b>
<b>Olympic Region average:</b>				<b>B</b>		<b>A-</b>	<b>B+</b>



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 1A4 Sweeping and Cleaning**

SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% SF	SL	% SF	SL	
Southwest							
	1	1	17.34%	C	25.88%	D	D+
		2	7.99%	B	31.58%	D	C
Area 1 average:				C+		D	C-
	2	1	1.22%	A+	0.25%	A+	A+
		2	0.32%	A+	0.75%	A+	A+
		3	0%	A+	0%	A+	A+
Area 2 average:				A+		A+	A+
	3	1	9.03%	B-	0.05%	A+	A-
		2	7.59%	B	1%	A+	A-
Area 3 average:				B		A+	A-
	4	1	0.38%	A+	0.02%	A+	A+
		2	0%	A+	0%	A+	A+
Area 4 average:				A+		A+	A+
Southwest Region average:				A-		A-	A-
South Central							
	1						
Area 1 average:			1.76%	A	1.58%	A	A
	2						
Area 2 average:			0.08%	A+	0.08%	A+	A+
	3						
Area 3 average:			1.14%	A+	0.46%	A+	A+
	4						
Area 4 average:			0.28%	A+	0.96%	A+	A+
South Central Region average:				A+		A+	A+
Eastern							
	1						
Area 1 average:			2.34%	A	1.12%	A+	A
	2						
Area 2 average:			1.61%	A	2.12%	A	A
	3						
Area 3 average:			1.19%	A+	0%	A+	A+
	4						
Area 4 average:			0.99%	A+	0.19%	A+	A+
Eastern Region average:				A		A+	A+
Statewide Average:				A		A	A

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **1B1 Safety Patrol**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Hrs/CLM	SL	Hrs/CLM	SL	
Northwest							
Area average:							
Northwest Region average:					26	A	A
North Central							
Area average:							
North Central Region average:					6	C-	C-
Olympic							
Area average:							
Olympic Region average:					3	D	D
Southwest							
Area average:							
Southwest Region average:					8	C	C
South Central							
Area average:							
South Central Region average:					14	B	B
Eastern							
Area average:							
Eastern Region average:					11	B-	B-
Statewide Average:						C+	C+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A1 Maintain Ditches**

SL Target **3.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Full	SL	% Full	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			3.18%	<b>B</b>	3.96%	<b>B</b>	<b>B</b>
	2						
<b>Area 2 average:</b>			2.36%	<b>B</b>	4.09%	<b>B-</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			2.76%	<b>B</b>	3.75%	<b>B</b>	<b>B</b>
	4						
<b>Area 4 average:</b>			5.92%	<b>C+</b>	7.41%	<b>C</b>	<b>C</b>
	5						
<b>Area 5 average:</b>			13.01%	<b>D</b>	17.16%	<b>F</b>	<b>F+</b>
<b>Northwest Region average:</b>				<b>C+</b>		<b>C</b>	<b>C+</b>

<b>North Central</b>							
	1	1	0.04%	A+	1.85%	B+	A
		2	0%	A+	0%	A+	A+
<b>Area 1 average:</b>				<b>A+</b>		<b>A</b>	<b>A</b>
	2	1	0.45%	A	0%	A+	A+
		2	0%	A+	0%	A+	A+
<b>Area 2 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
	3	1	2.59%	B	3.15%	B	B
		2	0.19%	A+	0.72%	A	A
		3	0.29%	A	0%	A+	A+
<b>Area 3 average:</b>				<b>A</b>		<b>A-</b>	<b>A</b>
<b>North Central Region average:</b>				<b>A</b>		<b>A</b>	<b>A</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			0%	<b>A+</b>	0%	<b>A+</b>	<b>A+</b>
	2						
<b>Area 2 average:</b>			5.73%	<b>C+</b>	3.94%	<b>B</b>	<b>B-</b>
	3						
<b>Area 3 average:</b>			0.74%	<b>A</b>	8.94%	<b>C-</b>	<b>B-</b>
	4						
<b>Area 4 average:</b>			0.01%	<b>A+</b>	0.21%	<b>A+</b>	<b>A+</b>
<b>Olympic Region average:</b>				<b>A</b>		<b>B+</b>	<b>A-</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A1 Maintain Ditches**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Full	SL	% Full	SL	
Southwest							
	1	1	8.11%	C	0%	A+	B
		2	0.02%	A+	0%	A+	A+
Area 1 average:				B		A+	A
	2	1	0.03%	A+	0%	A+	A+
		2	20.4%	F-	26.89%	F-	F-
		3	0.51%	A	0%	A+	A
Area 2 average:				B-		B	B
	3	1	1.05%	B+	0%	A+	A
		2	0.69%	A	0.75%	A-	A
Area 3 average:				A-		A	A
	4	1	0%	A+	0.04%	A+	A+
		2	0.01%	A+	0.19%	A+	A+
Area 4 average:				A+		A+	A+
Southwest Region average:				A-		A	A-
South Central							
	1						
Area 1 average:			5.02%	C+	2.03%	B	B
	2						
Area 2 average:			1.38%	B+	0.46%	A	A-
	3						
Area 3 average:			0%	A+	0%	A+	A+
	4						
Area 4 average:			3.89%	B	5.56%	C+	B-
South Central Region average:				B+		A-	B+
Eastern							
	1						
Area 1 average:			0%	A+	0.04%	A+	A+
	2						
Area 2 average:			4.12%	B-	6.12%	C+	C+
	3						
Area 3 average:			0.04%	A+	1.7%	B+	A
	4						
Area 4 average:			12.72%	D	12.59%	D	D
Eastern Region average:				B		B	B
Statewide Average:				B+		B+	B+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A2 Maintain Culverts**

SL Target **4.25**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Full	SL	% Full	SL	

<b>Northwest</b>							
	1						
Area 1 average:			15.38%	D	25.53%	F	F+
	2						
Area 2 average:			3.23%	B	0%	A+	A
	3						
Area 3 average:			0%	A+	0%	A+	A+
	4						
Area 4 average:			26.09%	F	7.69%	C	D
	5						
Area 5 average:			11.11%	D+	0%	A+	B
Northwest Region average:				C		B	B-

<b>North Central</b>							
	1	1	8.33%	C	8.33%	C	C
		2	11.76%	D+	6.06%	C+	C
Area 1 average:				C-		C	C
	2	1	0%	A+	0%	A+	A+
		2	25%	F	0%	A+	C
Area 2 average:				C		A+	B+
	3	1	0%	A+	9.09%	C-	B
		2	9.38%	C-	26.09%	F	D
		3	4%	B	15.79%	D	C
Area 3 average:				B		D	C
North Central Region average:				C+		C+	C+

<b>Olympic</b>							
	1						
Area 1 average:			3.85%	B	2.78%	B	B
	2						
Area 2 average:			5%	C+	5.13%	C+	C+
	3						
Area 3 average:			18.37%	D-	11.9%	D+	D
	4						
Area 4 average:			12.2%	D+	11.11%	D+	D+
Olympic Region average:				C		C	C

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A2 Maintain Culverts**

SL Target **4.25**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Full	SL	% Full	SL	
Southwest							
	1	1	19.44%	D-	26.67%	F	F
		2	8.33%	C	22.22%	F+	D
Area 1 average:				D		F	D-
	2	1	0%	A+	0%	A+	A+
		2	0%	A+	10.71%	D+	B
		3	0%	A+	0%	A+	A+
Area 2 average:				A+		B+	A
	3	1	11.54%	D+	0%	A+	B
		2	25%	F	21.05%	F+	F
Area 3 average:				D-		C+	C-
	4	1	0%	A+	0%	A+	A+
		2	16.67%	D	1.96%	A-	C
Area 4 average:				B-		A	B+
Southwest Region average:				C+		C+	C+
South Central							
	1						
Area 1 average:			14.1%	D	7.02%	C	C-
	2						
Area 2 average:			8.7%	C	0%	A+	B
	3						
Area 3 average:			13.04%	D	4.55%	B-	C
	4						
Area 4 average:			5.88%	C+	17.86%	D-	C-
South Central Region average:				C-		C+	C
Eastern							
	1						
Area 1 average:			0%	A+	11.11%	D+	B
	2						
Area 2 average:			24.14%	F	17.65%	D-	F+
	3						
Area 3 average:			9.09%	C-	2.17%	B+	B-
	4						
Area 4 average:			23.81%	F	10.53%	D+	D
Eastern Region average:				C-		C	C-
Statewide Average:				C		C+	C

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A3 Maintain Catch Basins and Inlets**

SL Target **3.25**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Full	SL	% Full	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			14.71%	<b>C-</b>	14.29%	<b>C-</b>	<b>C-</b>
	2						
<b>Area 2 average:</b>			12.9%	<b>C</b>	0%	<b>A+</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			1.91%	<b>A</b>	2.6%	<b>A-</b>	<b>A-</b>
	4						
<b>Area 4 average:</b>			2.79%	<b>A-</b>	0%	<b>A+</b>	<b>A</b>
	5						
<b>Area 5 average:</b>			26.09%	<b>D</b>	18.82%	<b>D</b>	<b>D</b>
<b>Northwest Region average:</b>				<b>C+</b>		<b>B</b>	<b>B-</b>

<b>North Central</b>							
	1	1	0%	A+	10.71%	C	B+
		2	5%	B	0%	A+	A-
<b>Area 1 average:</b>				<b>A-</b>		<b>B+</b>	<b>A-</b>
	2	1	0%	A+	16.67%	D+	B
		2	0%	A+	0%	A+	A+
<b>Area 2 average:</b>				<b>A+</b>		<b>B</b>	<b>A-</b>
	3	1	42.86%	F-	0%	A+	C
		2	0%	A+	0%	A+	A+
		3	0%	A+	0%	A+	A+
<b>Area 3 average:</b>				<b>B</b>		<b>A+</b>	<b>A-</b>
<b>North Central Region average:</b>				<b>A-</b>		<b>A-</b>	<b>A-</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			0%	<b>A+</b>	2.2%	<b>A</b>	<b>A</b>
	2						
<b>Area 2 average:</b>			7.23%	<b>C+</b>	4.05%	<b>B</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			9.68%	<b>C</b>	0%	<b>A+</b>	<b>B+</b>
	4						
<b>Area 4 average:</b>			0%	<b>A+</b>	6.67%	<b>B-</b>	<b>A-</b>
<b>Olympic Region average:</b>				<b>B+</b>		<b>A-</b>	<b>B+</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A3 Maintain Catch Basins and Inlets**

SL Target **3.25**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Full	SL	% Full	SL	
Southwest							
	1	1	7.69%	C+	8.7%	C+	C+
		2	0%	A+	8.93%	C+	B+
Area 1 average:				B+		C+	B
	2	1	0%	A+	0%	A+	A+
		2	0%	A+	0%	A+	A+
		3	0%	A+	0%	A+	A+
Area 2 average:				A+		A+	A+
	3	1	0%	A+	33.33%	F+	C+
		2	0%	A+	37.5%	F	C
Area 3 average:				A+		F	C+
	4	1	0%	A+	25%	D	B-
		2	0%	A+	0%	A+	A+
Area 4 average:				A+		B-	A-
Southwest Region average:				A		C+	B+
South Central							
	1						
Area 1 average:			19.44%	D	9.38%	C	C-
	2						
Area 2 average:			0%	A+	22.22%	D	B
	3						
Area 3 average:			0%	A+	0%	A+	A+
	4						
Area 4 average:			11.11%	C	25%	D	D+
South Central Region average:				B		C	B-
Eastern							
	1						
Area 1 average:			27.42%	D-	0%	A+	B-
	2						
Area 2 average:			0%	A+	0%	A+	A+
	3						
Area 3 average:			0%	A+	0%	A+	A+
	4						
Area 4 average:			28.57%	D-	5.56%	B	C-
Eastern Region average:				B-		A	B+
Statewide Average:				B		B	B



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A4 Maintain Detention/Retention Basins**

SL Target

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Northwest							
Area average:							
Northwest Region average:			8.5%	C			C
North Central							
Area average:							
North Central Region average:			8.5%	C			C
Olympic							
Area average:							
Olympic Region average:			8.5%	C			C
Southwest							
Area average:							
Southwest Region average:			8.5%	C			C
South Central							
Area average:							
South Central Region average:			8.5%	C			C
Eastern							
Area average:							
Eastern Region average:			8.5%	C			C
Statewide Average:				C			C

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **2A5 Slope Repair**

SL Target **3.25**

			Spring 2004		Fall 2004		CY Avg. Service Level	
Region	Area	Sect	% CLM	SL	% CLM	SL		
Northwest								
	1							
	Area 1 average:		4.05%	C+	0%	A+	B+	
	2							
	Area 2 average:		0%	A+	0%	A+	A+	
	3							
	Area 3 average:		0%	A+	0%	A+	A+	
	4							
	Area 4 average:		2.9%	B	2.74%	B	B	
	5							
	Area 5 average:		0%	A+	0%	A+	A+	
	Northwest Region average:			A		A	A	
	North Central							
		1	1	2.13%	B+	4.26%	C+	B
		2	0%	A+	0%	A+	A+	
Area 1 average:			A		B+	A-		
2		1	0%	A+	8.51%	D	B-	
		2	0%	A+	0%	A+	A+	
Area 2 average:			A+		B-	A-		
3		1	6.38%	C-	2.13%	B+	B-	
		2	14.58%	F-	6.25%	C-	D-	
		3	2.17%	B+	0%	A+	A	
Area 3 average:			C-		B	C+		
North Central Region average:			B+		B	B		
Olympic								
		1						
		Area 1 average:		0%	A+	0%	A+	A+
		2						
	Area 2 average:		2.82%	B	1.33%	A	B+	
	3							
	Area 3 average:		0%	A+	0%	A+	A+	
	4							
	Area 4 average:		2.63%	B	1.32%	A	A-	
Olympic Region average:			A		A	A		

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 2A5 Slope Repair**

SL Target **3.25**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% CLM	SL	% CLM	SL	
Southwest							
	1	1	0%	A+	0%	A+	A+
		2	2.13%	B+	0%	A+	A
Area 1 average:				A		A+	A
	2	1	0%	A+	0%	A+	A+
		2	2.17%	B+	8.7%	D	C
		3	2.27%	B+	0%	A+	A
Area 2 average:				A		B+	A-
	3	1	8.7%	D	0%	A+	B-
		2	0%	A+	6.52%	C-	B
Area 3 average:				B-		B	B
	4	1	0%	A+	2.13%	B+	A
		2	4.26%	C+	6.38%	C-	C
Area 4 average:				B+		B-	B
Southwest Region average:				B+		B+	B+
South Central							
	1						
Area 1 average:			5.88%	C	2.7%	B	B-
	2						
Area 2 average:			1.32%	A	1.32%	A	A
	3						
Area 3 average:			1.33%	A	0%	A+	A
	4						
Area 4 average:			2.82%	B	2.63%	B	B
South Central Region average:				B		A-	B+
Eastern							
	1						
Area 1 average:			5.41%	C	8%	D	C-
	2						
Area 2 average:			8.11%	D	4.05%	C+	C
	3						
Area 3 average:			0%	A+	2.7%	B	A
	4						
Area 4 average:			2.94%	B	6.67%	C-	C+
Eastern Region average:				B-		C	C+
Statewide Average:				B+		B+	B+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A1 Litter Pickup**

SL Target **4.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			EA/CLM	SL	EA/CLM	SL	

<b>Northwest</b>							
	1						
Area 1 average:			1154	F	1086	F+	F+
	2						
Area 2 average:			1275	F	750	D	F+
	3						
Area 3 average:			714	D	891	D-	D
	4						
Area 4 average:			969	D-	1507	F-	F
	5						
Area 5 average:			5632	F-	2672	F-	F-
Northwest Region average:				F+		F	F+

<b>North Central</b>							
	1	1	352	C	611	D+	C-
		2	237	B-	342	C	C+
Area 1 average:				C+		C-	C
	2	1	259	C+	271	C+	C+
		2	280	C+	244	B-	C+
Area 2 average:				C+		C+	C+
	3	1	600	D+	380	C	C-
		2	325	C	345	C	C
		3	428	C	292	C+	C
Area 3 average:				C		C	C
North Central Region average:				C		C	C

<b>Olympic</b>							
	1						
Area 1 average:			2095	F-	1181	F	F
	2						
Area 2 average:			854	D	683	D	D
	3						
Area 3 average:			220	B-	299	C+	B-
	4						
Area 4 average:			450	C-	691	D	D+
Olympic Region average:				D		D	D

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A1 Litter Pickup**

SL Target **4.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	EA/CLM	SL	EA/CLM	SL	
Southwest							
	1	1	606	D+	661	D	D
		2	633	D	726	D	D
Area 1 average:				D+		D	D
	2	1	2184	F-	1645	F-	F-
		2	846	D	830	D	D
		3	5	A+	11	A+	A+
Area 2 average:				C-		C-	C-
	3	1	220	B-	279	C+	B-
		2	258	C+	276	C+	C+
Area 3 average:				B-		C+	C+
	4	1	421	C	430	C	C
		2	203	B	406	C	C+
Area 4 average:				C+		C	C
Southwest Region average:				C		C-	C
South Central							
	1						
	Area 1 average:			1488	F-	1773	F-
	2						
	Area 2 average:			297	C+	590	D+
	3						
	Area 3 average:			954	D-	705	D
	4						
	Area 4 average:			212	B	317	C
South Central Region average:				D+		D	D
Eastern							
	1						
	Area 1 average:			698	D	2144	F-
	2						
	Area 2 average:			238	B-	316	C
	3						
	Area 3 average:			695	D	640	D
	4						
	Area 4 average:			313	C	246	B-
Eastern Region average:				C		D+	C-
Statewide Average:				D+		D+	D+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A2 Noxious Weed Control**

SL Target **2.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			1.98%	<b>B</b>	0.81%	<b>A-</b>	<b>B+</b>
	2						
<b>Area 2 average:</b>			3.15%	<b>C</b>	1.99%	<b>B</b>	<b>B-</b>
	3						
<b>Area 3 average:</b>			0.23%	<b>A+</b>	0.01%	<b>A+</b>	<b>A+</b>
	4						
<b>Area 4 average:</b>			0%	<b>A+</b>	0.04%	<b>A+</b>	<b>A+</b>
	5						
<b>Area 5 average:</b>			0.03%	<b>A+</b>	0.03%	<b>A+</b>	<b>A+</b>
<b>Northwest Region average:</b>				<b>A-</b>		<b>A</b>	<b>A</b>

<b>North Central</b>							
	1	1	0.25%	A+	0.5%	A	A
		2	0%	A+	0.02%	A+	A+
<b>Area 1 average:</b>				<b>A+</b>		<b>A</b>	<b>A+</b>
	2	1	0.34%	A	0.04%	A+	A+
		2	4.27%	C	1.06%	B+	B-
<b>Area 2 average:</b>				<b>B</b>		<b>A</b>	<b>B+</b>
	3	1	0.12%	A+	0.14%	A+	A+
		2	0.15%	A+	0.43%	A	A
		3	1.59%	B	0.02%	A+	A
<b>Area 3 average:</b>				<b>A</b>		<b>A+</b>	<b>A</b>
<b>North Central Region average:</b>				<b>A</b>		<b>A</b>	<b>A</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			0%	<b>A+</b>	0%	<b>A+</b>	<b>A+</b>
	2						
<b>Area 2 average:</b>			0.12%	<b>A+</b>	0.14%	<b>A+</b>	<b>A+</b>
	3						
<b>Area 3 average:</b>			0.37%	<b>A</b>	0.39%	<b>A</b>	<b>A</b>
	4						
<b>Area 4 average:</b>			0.28%	<b>A</b>	1.29%	<b>B+</b>	<b>A</b>
<b>Olympic Region average:</b>				<b>A+</b>		<b>A</b>	<b>A</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **3A2 Noxious Weed Control**

SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Roadside	SL	% Roadside	SL	
Southwest							
	1	1	3.3%	C	0.15%	A+	B+
		2	0.24%	A+	0%	A+	A+
Area 1 average:				B		A+	A
	2	1	0.18%	A+	0%	A+	A+
		2	3.96%	C	5.1%	D+	C-
		3	0%	A+	0%	A+	A+
Area 2 average:				A-		B+	A-
	3	1	0.12%	A+	0.02%	A+	A+
		2	0.18%	A+	0.09%	A+	A+
Area 3 average:				A+		A+	A+
	4	1	3.1%	C+	0.1%	A+	B+
		2	0.26%	A	0.67%	A	A
Area 4 average:				B		A	A-
Southwest Region average:				A-		A	A
South Central							
	1						
Area 1 average:			8.39%	D	9.34%	D	D
	2						
Area 2 average:			0.63%	A	0%	A+	A
	3						
Area 3 average:			1.91%	B	10.78%	D	C
	4						
Area 4 average:			1.46%	B	3.13%	C	B-
South Central Region average:				B		C	C+
Eastern							
	1						
Area 1 average:			1.13%	B+	3.25%	C	B
	2						
Area 2 average:			0.43%	A	0.24%	A+	A
	3						
Area 3 average:			1.43%	B	0.83%	A-	B+
	4						
Area 4 average:			0.09%	A+	1.15%	B+	A
Eastern Region average:				A		B+	A-
Statewide Average:				A-		A-	A-

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A3 Nuisance Vegetation Control**

SL Target **2.99**

			<i>Spring 2004</i>		<i>Fall 2004</i>		<b>CY Avg. Service Level</b>
<i>Region</i>	<i>Area</i>	<i>Sect</i>	<i>% Roadside</i>	<i>SL</i>	<i>% Roadside</i>	<i>SL</i>	
<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			0.8%	<b>A</b>	0.56%	<b>A+</b>	<b>A</b>
	2						
<b>Area 2 average:</b>			4.64%	<b>B-</b>	2.07%	<b>A-</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			0.51%	<b>A+</b>	0.56%	<b>A+</b>	<b>A+</b>
	4						
<b>Area 4 average:</b>			0.69%	<b>A</b>	2.8%	<b>B+</b>	<b>A</b>
	5						
<b>Area 5 average:</b>			5.82%	<b>C+</b>	5.97%	<b>C+</b>	<b>C+</b>
<b>Northwest Region average:</b>				<b>A-</b>		<b>A-</b>	<b>A-</b>
<b>North Central</b>							
	1	1	0.29%	A+	0.4%	A+	A+
		2	0.08%	A+	0.11%	A+	A+
<b>Area 1 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
	2	1	1.32%	A	1.64%	A	A
		2	0.01%	A+	1.13%	A	A+
<b>Area 2 average:</b>				<b>A</b>		<b>A</b>	<b>A</b>
	3	1	0.13%	A+	0.68%	A	A+
		2	0.09%	A+	0.91%	A	A+
		3	1.86%	A	2.65%	B+	A-
<b>Area 3 average:</b>				<b>A</b>		<b>A</b>	<b>A</b>
<b>North Central Region average:</b>				<b>A+</b>		<b>A</b>	<b>A</b>
<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			0.32%	<b>A+</b>	0.06%	<b>A+</b>	<b>A+</b>
	2						
<b>Area 2 average:</b>			5.62%	<b>C+</b>	2.76%	<b>B+</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			1.98%	<b>A-</b>	5.27%	<b>C+</b>	<b>B</b>
	4						
<b>Area 4 average:</b>			2.08%	<b>A-</b>	0.6%	<b>A+</b>	<b>A</b>
<b>Olympic Region average:</b>				<b>A-</b>		<b>A-</b>	<b>A-</b>



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A3 Nuisance Vegetation Control**

SL Target **2.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Roadside	SL	% Roadside	SL	
Southwest							
	1	1	0.72%	A	2.99%	B+	A
		2	4.03%	B	9.39%	C-	C+
Area 1 average:				A-		C+	B
	2	1	1.65%	A	0.36%	A+	A
		2	13.38%	D	11.32%	D+	D+
		3	6.83%	C	0.77%	A	B
Area 2 average:				C+		B+	B
	3	1	3.12%	B+	1.13%	A	A-
		2	3.83%	B	3.77%	B	B
Area 3 average:				B		A-	B+
	4	1	0.59%	A+	1.89%	A-	A
		2	0.29%	A+	1.79%	A	A
Area 4 average:				A+		A	A
Southwest Region average:				B+		B+	B+
South Central							
	1						
Area 1 average:			5.15%	C+	3.44%	B	B
	2						
Area 2 average:			1.18%	A	4%	B	B+
	3						
Area 3 average:			10.24%	D+	9.09%	C-	C-
	4						
Area 4 average:			7.55%	C	3.11%	B+	B-
South Central Region average:				C+		B-	B-
Eastern							
	1						
Area 1 average:			2.8%	B+	3.53%	B	B
	2						
Area 2 average:			2.9%	B+	7.39%	C	B-
	3						
Area 3 average:			1.27%	A	7.45%	C	B
	4						
Area 4 average:			0.43%	A+	0.88%	A	A
Eastern Region average:				A		B	B+
Statewide Average:				B+		B+	B+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A4 Control of Vegetation Obstructions**

SL Target **3.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% CLM	SL	% CLM	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			1.35%	<b>B-</b>	0%	<b>A+</b>	<b>A-</b>
	2						
<b>Area 2 average:</b>			5.48%	<b>D-</b>	5.33%	<b>D</b>	<b>D-</b>
	3						
<b>Area 3 average:</b>			1.35%	<b>B-</b>	4%	<b>D+</b>	<b>C</b>
	4						
<b>Area 4 average:</b>			5.8%	<b>D-</b>	6.85%	<b>F+</b>	<b>F+</b>
	5						
<b>Area 5 average:</b>			7.89%	<b>F</b>	1.32%	<b>B-</b>	<b>D+</b>
<b>Northwest Region average:</b>				<b>D+</b>		<b>C</b>	<b>C-</b>

<b>North Central</b>							
	1	1	4.26%	D	2.13%	C	C-
		2	0%	A+	2.17%	C	B+
<b>Area 1 average:</b>				<b>B</b>		<b>C</b>	<b>B-</b>
	2	1	0%	A+	0%	A+	A+
		2	0%	A+	0%	A+	A+
<b>Area 2 average:</b>				<b>A+</b>		<b>A+</b>	<b>A+</b>
	3	1	6.38%	F+	0%	A+	C+
		2	4.17%	D	4.17%	D	D
		3	0%	A+	6.52%	F+	C+
<b>Area 3 average:</b>				<b>C</b>		<b>C</b>	<b>C</b>
<b>North Central Region average:</b>				<b>B</b>		<b>B</b>	<b>B</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			2.63%	<b>C</b>	5.26%	<b>D</b>	<b>D+</b>
	2						
<b>Area 2 average:</b>			9.86%	<b>F-</b>	0%	<b>A+</b>	<b>C</b>
	3						
<b>Area 3 average:</b>			4%	<b>D+</b>	1.33%	<b>B-</b>	<b>C</b>
	4						
<b>Area 4 average:</b>			2.63%	<b>C</b>	0%	<b>A+</b>	<b>B</b>
<b>Olympic Region average:</b>				<b>D</b>		<b>B</b>	<b>C</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A4 Control of Vegetation Obstructions**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% CLM	SL	% CLM	SL	
Southwest							
	1	1	6.45%	F+	0%	A+	C+
		2	0%	A+	0%	A+	A+
Area 1 average:				C+		A+	B+
	2	1	2.13%	C	0%	A+	B+
		2	0%	A+	0%	A+	A+
		3	2.27%	C	0%	A+	B+
Area 2 average:				B		A+	A-
	3	1	6.52%	F+	2.17%	C	D+
		2	2.17%	C	0%	A+	B+
Area 3 average:				D+		B+	C+
	4	1	0%	A+	0%	A+	A+
		2	4.26%	D	0%	A+	B
Area 4 average:				B		A+	A-
Southwest Region average:				C+		A	B+
South Central							
	1						
Area 1 average:			0%	A+	0%	A+	A+
	2						
Area 2 average:			0%	A+	0%	A+	A+
	3						
Area 3 average:			1.33%	B-	1.33%	B-	B-
	4						
Area 4 average:			1.41%	B-	1.32%	B-	B-
South Central Region average:				A-		A-	A-
Eastern							
	1						
Area 1 average:			4.05%	D+	1.33%	B-	C
	2						
Area 2 average:			1.35%	B-	6.76%	F+	D+
	3						
Area 3 average:			2.7%	C	0%	A+	B
	4						
Area 4 average:			2.94%	C	0%	A+	B
Eastern Region average:				C		B	C+
Statewide Average:				C		B	B-

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 3A5 Landscape Maintenance**

SL Target **3.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Score	SL	Score	SL	
Northwest							
Area average:							
Northwest Region average:					5.8	C-	C-
North Central							
Area average:							
North Central Region average:							
Olympic							
Area average:							
Olympic Region average:					5.2	C	C
Southwest							
Area average:							
Southwest Region average:					4.5	C	C
South Central							
Area average:							
South Central Region average:					5	C	C
Eastern							
Area average:							
Eastern Region average:					5.8	C-	C-
Statewide Average:						C	C

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **4A1 Bridge Deck Repair**

SL Target **3.99**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Def.	SL	% Def.	SL	

<b>Northwest</b>							
	1						
Area 1 average:					0.0109%	<b>B</b>	<b>B</b>
	2						
Area 2 average:					0.0058%	<b>B</b>	<b>B</b>
	3						
Area 3 average:					0%	<b>A+</b>	<b>A+</b>
	4						
Area 4 average:					0.0077%	<b>B</b>	<b>B</b>
	5						
Area 5 average:					0.0464%	<b>C-</b>	<b>C-</b>
Northwest Region average:						<b>B</b>	<b>B</b>

<b>North Central</b>							
	1						
Area 1 average:					0.0097%	<b>B</b>	<b>B</b>
	2						
Area 2 average:					0.0101%	<b>B</b>	<b>B</b>
	3						
Area 3 average:					0.0015%	<b>A</b>	<b>A</b>
North Central Region average:					0%	<b>B</b>	<b>A</b>

<b>Olympic</b>							
	1						
Area 1 average:					0.002%	<b>A-</b>	<b>A-</b>
	2						
Area 2 average:					0.0098%	<b>B</b>	<b>B</b>
	3						
Area 3 average:					0%	<b>A+</b>	<b>A+</b>
	4						
Area 4 average:					0.0004%	<b>A+</b>	<b>A+</b>
Olympic Region average:						<b>A</b>	<b>A</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 4A1 Bridge Deck Repair**

SL Target **3.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Southwest							
	1						
Area 1 average:					0.0002%	A+	A+
	2						
Area 2 average:					0.0003%	A+	A+
	3						
Area 3 average:					0.0233%	C+	C+
	4						
Area 4 average:					0%	A+	A+
Southwest Region average:						A	A
South Central							
	1						
Area 1 average:					0.0032%	B+	B+
	2						
Area 2 average:					0.0253%	C	C
	3						
Area 3 average:					0.0012%	A	A
	4						
Area 4 average:					0.0064%	B	B
South Central Region average:						B	B
Eastern							
	1						
Area 1 average:					0.0179%	C+	C+
	2						
Area 2 average:					0.0046%	B+	B+
	3						
Area 3 average:					0%	A+	A+
	4						
Area 4 average:					0.1951%	F	F
Eastern Region average:						B-	B-
Statewide Average:						B+	B+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **4A2 Structural Bridge Repair**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Completed	SL	% Completed	SL	
Northwest							
Area average:							
Northwest Region average:					50%	F+	F+
North Central							
Area average:							
North Central Region average:					92.86%	A-	A-
Olympic							
Area average:							
Olympic Region average:					77.14%	C+	C+
Southwest							
Area average:							
Southwest Region average:					90.62%	A-	A-
South Central							
Area average:							
South Central Region average:					90.62%	A-	A-
Eastern							
Area average:							
Eastern Region average:					71.43%	C	C
Statewide Average:						B-	B-

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 4A3 Bridge Cleaning**

SL Target **3.75**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			Score	SL	Score	SL	

<b>Northwest</b>							
	1						
Area 1 average:					2.17	A	A
	2						
Area 2 average:					3.75	B	B
	3						
Area 3 average:					3.57	B	B
	4						
Area 4 average:					2.75	A-	A-
	5						
Area 5 average:					3.16	B+	B+
Northwest Region average:						B+	B+

<b>North Central</b>							
	1						
Area 1 average:					3.48	B+	B+
	2						
Area 2 average:					2.95	A-	A-
	3						
Area 3 average:					3	B+	B+
North Central Region average:					2	B+	A-

<b>Olympic</b>							
	1						
Area 1 average:					3.57	B	B
	2						
Area 2 average:					4.18	B	B
	3						
Area 3 average:					5.3	C+	C+
	4						
Area 4 average:					3.2	B+	B+
Olympic Region average:						B	B



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 4A3 Bridge Cleaning**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Score	SL	Score	SL	
Southwest							
	1						
	Area 1 average:				2.97	A-	A-
	2						
	Area 2 average:				3.14	B+	B+
	3						
	Area 3 average:				3.07	B+	B+
	4						
	Area 4 average:				3.22	B+	B+
Southwest Region average:						B+	B+
South Central							
	1						
	Area 1 average:				3.12	B+	B+
	2						
	Area 2 average:				2.56	A-	A-
	3						
	Area 3 average:				3	B+	B+
	4						
	Area 4 average:				3	B+	B+
South Central Region average:						A-	A-
Eastern							
	1						
	Area 1 average:				3.33	B+	B+
	2						
	Area 2 average:				3.05	B+	B+
	3						
	Area 3 average:				2.7	A-	A-
	4						
	Area 4 average:				3.75	B	B
Eastern Region average:						B+	B+
Statewide Average:						B+	B+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **4B1 Movable and Floating Bridge Operations**

SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Delayed	SL	% Delayed	SL	
Northwest							
Area average:							
Northwest Region average:					2%	B+	B+
North Central							
Area average:							
North Central Region average:							
Olympic							
Area average:							
Olympic Region average:					2.35%	B+	B+
Southwest							
Area average:							
Southwest Region average:							
South Central							
Area average:							
South Central Region average:					15.38%	D	D
Eastern							
Area average:							
Eastern Region average:							
Statewide Average:						B-	B-

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **4B2 Keller Ferry Operations**

SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Score	SL	Score	SL	
Northwest							
	Area average:						
Northwest Region average:							
North Central							
	Area average:						
North Central Region average:							
Olympic							
	Area average:						
Olympic Region average:							
Southwest							
	Area average:						
Southwest Region average:							
South Central							
	Area average:						
South Central Region average:							
Eastern							
	Area average:						
Eastern Region average:					18/365	B	B
Statewide Average:						B	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **4B3 Urban Tunnel Systems**

SL Target **2.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Closure/Year	SL	Closure/Year	SL	
Northwest							
Area average:							
Northwest Region average:					7	B	B
North Central							
Area average:							
North Central Region average:							
Olympic							
Area average:							
Olympic Region average:							
Southwest							
Area average:							
Southwest Region average:							
South Central							
Area average:							
South Central Region average:							
Eastern							
Area average:							
Eastern Region average:							
Statewide Average:						B	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 5B1 Snow and Ice Control Operations**

SL Target

			Spring 2004		Fall 2004		CY Avg. Service Level	
Region	Area	Sect	Score	SL	Score	SL		
Northwest								
	1							
	Area 1 average:		3.7	C			C	
	2							
	Area 2 average:		1.9	A-			A-	
	3							
	Area 3 average:		3.6	C			C	
	4							
	Area 4 average:		5	D-			D-	
	5							
	Area 5 average:		3	C+			C+	
	Northwest Region average:			C			C	
	North Central							
		1	1	1.2	A+			A+
			2	1.9	A-			A-
Area 1 average:			A			A		
2		1	1.8	A-			A-	
Area 2 average:			A-			A-		
3		1	2	B+			B+	
		2	2.3	B			B	
		3	2.7	B			B	
Area 3 average:			B			B		
North Central Region average:			A-			A-		
Olympic								
		1						
		Area 1 average:		3.6	C			C
		2						
	Area 2 average:		2.2	B			B	
	3							
	Area 3 average:		2.4	B			B	
	4							
	Area 4 average:		3	B-			B-	
	Olympic Region average:			B-			B-	

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 5B1 Snow and Ice Control Operations**

SL Target

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Score	SL	Score	SL	
Southwest							
	2	1	1.8	A-			A-
		2	1.5	A			A
		3	2.3	B			B
	Area 2 average:			A-			A-
	3	1	2.5	B			B
		2	3.2	C+			C+
		Area 3 average:			B-		
	4	1	3	C+			C+
		2	3.1	C+			C+
		Area 4 average:			C+		
Southwest Region average:			B			B	
South Central							
	1						
		Area 1 average:		1.8	A-		
	2						
		Area 2 average:		2.2	B+		
	3						
		Area 3 average:		1.9	A-		
	4						
		Area 4 average:		1.8	A-		
	South Central Region average:			A-			A-
	Eastern						
	1						
		Area 1 average:		3.3	C		
	2						
		Area 2 average:		2.6	B		
	3						
		Area 3 average:		2.4	B		
	Eastern Region average:			B-			B-
	Statewide Average:			B			B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A1 Pavement Striping Maintenance**

SL Target **2.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Northwest							
Area average:							
Northwest Region average:			13.81%	D-	1.96%	B+	C
North Central							
Area average:							
North Central Region average:			6.27%	C	0.57%	A	B
Olympic							
Area average:							
Olympic Region average:			2.35%	B	0.73%	A	B+
Southwest							
Area average:							
Southwest Region average:			1.42%	B+	0.83%	A-	A-
South Central							
Area average:							
South Central Region average:			6.18%	C+	0.38%	A	B
Eastern							
Area average:							
Eastern Region average:			18.89%	F-	0.69%	A	C
Statewide Average:				C		A	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A2 Raised/Depressed Pavement Marker Maintenance**

SL Target 3.75

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Def.	SL	% Def.	SL	

<b>Northwest</b>							
	1						
Area 1 average:			11%	C+	14.18%	C	C
	2						
Area 2 average:			19.63%	C-	25.23%	D	D+
	3						
Area 3 average:			9.88%	B-	4.12%	A-	B
	4						
Area 4 average:			14.5%	C	11.88%	C+	C
	5						
Area 5 average:			23.28%	D	6.05%	B+	C
Northwest Region average:				C		C+	C

<b>North Central</b>							
	1	1	0.44%	A+	0.26%	A+	A+
		2	6.83%	B	5.01%	B+	B+
Area 1 average:				A		A	A
	2	1	0.81%	A+	3.26%	A	A
		2	0%	A+	1.3%	A	A+
Area 2 average:				A+		A	A
	3	1	0%	A+	0%	A+	A+
		2	0%	A+	0%	A+	A+
		3					
Area 3 average:				A+		A+	A+
North Central Region average:				A		A	A

<b>Olympic</b>							
	1						
Area 1 average:			12.85%	C	4.75%	A-	B
	2						
Area 2 average:			8.39%	B	5.29%	B+	B
	3						
Area 3 average:			5.3%	B+	2.55%	A	A-
	4						
Area 4 average:			14.38%	C	4.97%	A-	B
Olympic Region average:				B-		A-	B



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A2 Raised/Depressed Pavement Marker Maintenance**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level	
Region	Area	Sect	% Def.	SL	% Def.	SL		
Southwest								
Southwest Region	1	1	19.11%	C-	20.55%	D+	C-	
		2	40.68%	F-	40.03%	F-	F-	
	Area 1 average:			D-		D-	D-	
	2	1	59.19%	F-	12.74%	C	D	
		2	12.94%	C	14.01%	C	C	
		3	8.73%	B	2.21%	A	B+	
	Area 2 average:			C-		B	C	
	3	1	21.33%	D+	15.32%	C	C-	
		2	18.63%	C-	13.12%	C	C	
	Area 3 average:			C-		C	C	
	4	1	7.29%	B	19.14%	C-	C+	
		2	9.09%	B-	9.07%	B-	B-	
	Area 4 average:			B		C	C+	
	Southwest Region average:			C-		C	C	
	South Central							
South Central Region	1							
	Area 1 average:		63.37%	F-	47.92%	F-	F-	
	2							
	Area 2 average:		0%	A+	0%	A+	A+	
	3							
	Area 3 average:		0%	A+	4.44%	A-	A	
	4							
	Area 4 average:		15%	C	5.3%	B+	B-	
	South Central Region average:			B-		B	B-	
	Eastern							
	Eastern Region	1						
		Area 1 average:		4.33%	A-	8.02%	B	B+
		2						
		Area 2 average:		23.78%	D	20.39%	D+	D+
		3						
Area 3 average:		0.69%	A+	0%	A+	A+		
4								
Area 4 average:		25%	D	0%	A+	B-		
Eastern Region average:			B-		B+	B		
Statewide Average:			B-		B	B		

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A3 Pavement Marking Maintenance**

SL Target **4.25**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Def.	SL	% Def.	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			25.71%	<b>D</b>	7.45%	<b>B</b>	<b>C</b>
	2						
<b>Area 2 average:</b>			6.11%	<b>B</b>	6.8%	<b>B</b>	<b>B</b>
	3						
<b>Area 3 average:</b>			34.55%	<b>F</b>	18.37%	<b>C-</b>	<b>D</b>
	4						
<b>Area 4 average:</b>			15.88%	<b>C</b>	11.54%	<b>C+</b>	<b>C</b>
	5						
<b>Area 5 average:</b>			23.44%	<b>D</b>	24.36%	<b>D</b>	<b>D</b>
<b>Northwest Region average:</b>				<b>D+</b>		<b>C</b>	<b>C</b>

<b>North Central</b>							
	1	1	39.29%	F-	3.7%	B+	D+
		2	0%	A+	0%	A+	A+
<b>Area 1 average:</b>				<b>C</b>		<b>A</b>	<b>B</b>
	2	1	0%	A+	7.14%	B	A-
		2	0%	A+			A+
<b>Area 2 average:</b>				<b>A+</b>		<b>B</b>	<b>A-</b>
	3	1	37.04%	F	5.88%	B	D+
		2	75%	F-	0%	A+	C
		3	0%	A+	40%	F-	C
<b>Area 3 average:</b>				<b>D+</b>		<b>C+</b>	<b>C</b>
<b>North Central Region average:</b>				<b>B-</b>		<b>B</b>	<b>B</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			14.41%	<b>C</b>	13.89%	<b>C</b>	<b>C</b>
	2						
<b>Area 2 average:</b>			18.99%	<b>C-</b>	47.62%	<b>F-</b>	<b>D-</b>
	3						
<b>Area 3 average:</b>			1.64%	<b>A-</b>	14.71%	<b>C</b>	<b>B</b>
	4						
<b>Area 4 average:</b>			10.81%	<b>C+</b>	6.25%	<b>B</b>	<b>B-</b>
<b>Olympic Region average:</b>				<b>C+</b>		<b>C-</b>	<b>C</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A3 Pavement Marking Maintenance**

SL Target 4.25

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Southwest							
	1	1	0%	A+	25%	D	B-
		2	83.33%	F-	19.23%	C-	D-
Area 1 average:				C		D+	C-
	2	1	5.26%	B	0%	A+	A
		2	26.67%	D	80%	F-	F
		3	0%	A+			A+
Area 2 average:				B		C	C+
	3	1	5.26%	B	0%	A+	A
		2	43.9%	F-	63.64%	F-	F-
Area 3 average:				D+		C	C-
	4	1	0%	A+	0%	A+	A+
		2	0%	A+	31.25%	F+	C+
Area 4 average:				A+		C+	B+
Southwest Region average:				B-		C	C+
South Central							
	1						
Area 1 average:					0%	A+	A+
	2						
Area 2 average:			0%	A+	42.86%	F-	C
	3						
Area 3 average:			11.29%	C+	28.57%	D-	C-
	4						
Area 4 average:			10.09%	C+	18.18%	C-	C
South Central Region average:				B		C-	C+
Eastern							
	1						
Area 1 average:			14.29%	C	28%	D-	D+
	2						
Area 2 average:			94.12%	F-	0%	A+	C
	3						
Area 3 average:			100%	F-	0%	A+	C
	4						
Area 4 average:			40%	F-	3.05%	B+	D+
Eastern Region average:				F		B+	C-
Statewide Average:				C		C+	C

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **6A4 Regulatory Sign Maintenance**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Northwest							
Area average:							
Northwest Region average:			0%	A+	1.54%	B	A-
North Central							
Area average:							
North Central Region average:			3.51%	C	3.39%	C	C
Olympic							
Area average:							
Olympic Region average:			7.43%	D	7.43%	D	D
Southwest							
Area average:							
Southwest Region average:			1.7%	B	1.13%	B+	B
South Central							
Area average:							
South Central Region average:			2.16%	C+	1.49%	B	B-
Eastern							
Area average:							
Eastern Region average:			2.5%	C+	5.09%	D+	C
Statewide Average:				B-		C+	C+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A5 Guide Sign Maintenance**

SL Target **2.99**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Northwest							
	Area average:						
Northwest Region average:			0.55%	A	2.67%	B+	A
North Central							
	Area average:						
North Central Region average:			3.53%	B	1.49%	A	B+
Olympic							
	Area average:						
Olympic Region average:			10.28%	D+	10.28%	D+	D+
Southwest							
	Area average:						
Southwest Region average:			4.71%	B-	0.96%	A	B+
South Central							
	Area average:						
South Central Region average:			1.71%	A-	2.37%	B+	A-
Eastern							
	Area average:						
Eastern Region average:			3.66%	B	5.18%	C+	B-
Statewide Average:				B		B	B

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A6 Guidepost Maintenance**

SL Target **4.25**

Region	Area	Sect	Spring 2004		Fall 2004		CY Avg. Service Level
			% Def.	SL	% Def.	SL	

<b>Northwest</b>							
	1						
<b>Area 1 average:</b>			22.62%	<b>F</b>	12.71%	<b>D</b>	<b>D-</b>
	2						
<b>Area 2 average:</b>			8.45%	<b>C</b>	9.05%	<b>C-</b>	<b>C-</b>
	3						
<b>Area 3 average:</b>			7.53%	<b>C</b>	6.06%	<b>C+</b>	<b>C</b>
	4						
<b>Area 4 average:</b>			12.5%	<b>D</b>	19.2%	<b>D-</b>	<b>D</b>
	5						
<b>Area 5 average:</b>			18.99%	<b>D-</b>	8.05%	<b>C</b>	<b>D</b>
<b>Northwest Region average:</b>				<b>D</b>		<b>C-</b>	<b>D+</b>

<b>North Central</b>							
	1	1	4.26%	B-	2.96%	B	B
		2	1.92%	B+	2.05%	B	B+
<b>Area 1 average:</b>				<b>B</b>		<b>B</b>	<b>B</b>
	2	1	8.12%	C	3.26%	B	C+
		2	16.34%	D	35.17%	F-	F
<b>Area 2 average:</b>				<b>D+</b>		<b>D+</b>	<b>D+</b>
	3	1	5.23%	C+	5.03%	C+	C+
		2	11.76%	D+	1.9%	B+	C+
		3	8.44%	C	6.08%	C+	C
<b>Area 3 average:</b>				<b>C</b>		<b>B-</b>	<b>C+</b>
<b>North Central Region average:</b>				<b>C</b>		<b>C+</b>	<b>C</b>

<b>Olympic</b>							
	1						
<b>Area 1 average:</b>			8.99%	<b>C-</b>	3.65%	<b>B</b>	<b>C+</b>
	2						
<b>Area 2 average:</b>			11.32%	<b>D+</b>	23.42%	<b>F</b>	<b>D</b>
	3						
<b>Area 3 average:</b>			6.07%	<b>C+</b>	4.48%	<b>B-</b>	<b>C+</b>
	4						
<b>Area 4 average:</b>			1.19%	<b>B+</b>	2.52%	<b>B</b>	<b>B+</b>
<b>Olympic Region average:</b>				<b>C</b>		<b>C</b>	<b>C</b>

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A6 Guidepost Maintenance**

SL Target **4.25**

			Spring 2004		Fall 2004		CY Avg. Service Level	
Region	Area	Sect	% Def.	SL	% Def.	SL		
Southwest								
	1	1	15.15%	D	13.24%	D	D	
		2	44.44%	F-	20.9%	F+	F	
	Area 1 average:			F+		D	D-	
	2	1	5.06%	C+	0%	A+	B+	
		2	35.64%	F-	31.46%	F-	F-	
		3	24.56%	F	0%	A+	C+	
	Area 2 average:			D-		B	C	
	3	1	6.25%	C	6.67%	C	C	
		2	7.69%	C	10.53%	D+	C-	
	Area 3 average:			C		C	C	
	4	1	2.08%	B	9.68%	C-	C+	
		2	12.79%	D	14.71%	D	D	
	Area 4 average:			C		D+	C	
	Southwest Region average:			D+		C-	C-	
	South Central							
	1							
	Area 1 average:		14.52%	D	12.46%	D+	D	
	2							
	Area 2 average:		1.91%	B+	1.28%	B+	B+	
	3							
	Area 3 average:		13.98%	D	15.02%	D	D	
	4							
	Area 4 average:		9.26%	C-	15.29%	D	D+	
	South Central Region average:			C		C-	C-	
	Eastern							
		1						
		Area 1 average:		14.25%	D	6.37%	C	C-
		2						
		Area 2 average:		18.7%	D-	19.02%	D-	D-
		3						
Area 3 average:		8.93%	C-	1.38%	B+	B-		
4								
Area 4 average:		7.02%	C	3.06%	B	B-		
Eastern Region average:			D+		C+	C		
Statewide Average:			C-		C	C		

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

Activity: **6A7 Guardrail Maintenance**

SL Target **2.25**

			Spring 2004		Fall 2004		CY Avg. Service Level	
Region	Area	Sect	% Def.	SL	% Def.	SL		
Northwest								
	1							
	Area 1 average:		0.19%	A+	0.69%	A	A	
	2							
	Area 2 average:		0.31%	A	9.07%	D-	C+	
	3							
	Area 3 average:		0.79%	A-	0.16%	A+	A	
	4							
	Area 4 average:		0.76%	A-	1.96%	B	B+	
	5							
	Area 5 average:		1.27%	B+	0.74%	A	A-	
	Northwest Region average:			A		B	B+	
	North Central							
	1	1	0.4%	A	0.11%	A+	A	
		2	0.6%	A	0.83%	A-	A	
	Area 1 average:			A		A	A	
	2	1	0.83%	A-	1.11%	B+	A-	
		2	0%	A+	0%	A+	A+	
	Area 2 average:			A		A	A	
	3	1	2.47%	B	1.08%	B+	B	
		2	0.63%	A	0.07%	A+	A	
		3	0%	A+	0%	A+	A+	
	Area 3 average:			A-		A	A	
	North Central Region average:			A		A	A	
	Olympic							
		1						
		Area 1 average:		0.41%	A	0.01%	A+	A+
		2						
Area 2 average:		1.95%	B	1.7%	B	B		
3								
Area 3 average:		0.59%	A	0.19%	A+	A		
4								
Area 4 average:		0.16%	A+	0.18%	A+	A+		
Olympic Region average:			A		A	A		



Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6A7 Guardrail Maintenance**

SL Target **2.25**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Def.	SL	% Def.	SL	
Southwest							
	1	1	0.66%	A	0.35%	A	A
		2	0.47%	A	0%	A+	A+
Area 1 average:				A		A+	A
	2	1	0%	A+	0.52%	A	A
		2	0.14%	A+	0.13%	A+	A+
		3	1.2%	B+	0%	A+	A
Area 2 average:				A		A+	A
	3	1	0%	A+	0.04%	A+	A+
		2	1.3%	B+	0.57%	A	A-
Area 3 average:				A		A	A
	4	1	0%	A+	0.04%	A+	A+
		2	0.14%	A+	0.62%	A	A
Area 4 average:				A+		A	A+
Southwest Region average:				A		A	A
South Central							
	1						
	Area 1 average:		0.2%	A+	0.38%	A	A
	2						
	Area 2 average:		0.35%	A	0.24%	A+	A
	3						
	Area 3 average:		0%	A+	0.15%	A+	A+
	4						
	Area 4 average:		0.18%	A+	1.02%	B+	A
	South Central Region average:				A+	A	A
Eastern							
	1						
	Area 1 average:		5.01%	D+	0.52%	A	B-
	2						
	Area 2 average:		0%	A+	0.27%	A	A+
	3						
	Area 3 average:		0.45%	A	0.11%	A+	A
	4						
	Area 4 average:		0.47%	A	0%	A+	A+
	Eastern Region average:				A-	A+	A
Statewide Average:				A		A	A

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6B1 Traffic Signal Systems**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Rep./Sig./Yr	SL	Rep./Sig./Yr	SL	
Northwest							
Area average:							
Northwest Region average:					2.31	D	D
North Central							
Area average:							
North Central Region average:					0.68	B	B
Olympic							
Area average:							
Olympic Region average:					1.22	C+	C+
Southwest							
Area average:							
Southwest Region average:					0.18	A	A
South Central							
Area average:							
South Central Region average:					1.21	C+	C+
Eastern							
Area average:							
Eastern Region average:					2.36	D	D
Statewide Average:						C+	C+

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6B2 Highway Lighting Systems**

SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	% Mlfctn	SL	% Mlfctn	SL	
Northwest							
Area average:							
Northwest Region average:			2.54%	A	4.9%	A-	A
North Central							
Area average:							
North Central Region average:			3.45%	A	5%	B+	A-
Olympic							
Area average:							
Olympic Region average:			1.28%	A	3.69%	A	A
Southwest							
Area average:							
Southwest Region average:			3.42%	A	6%	B	B+
South Central							
Area average:							
South Central Region average:			1.31%	A	2.25%	A	A
Eastern							
Area average:							
Eastern Region average:			2.4%	A	2.19%	A	A
Statewide Average:				A		A-	A

Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 6B3 Intelligent Traffic Systems**

SL Target **3.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Rep./ITS/Yr	SL	Rep./ITS/Yr	SL	
Northwest							
	Area average:						
Northwest Region average:					1.34	C	C
North Central							
	Area average:						
North Central Region average:					0.66	B	B
Olympic							
	Area average:						
Olympic Region average:					3.54	F	F
Southwest							
	Area average:						
Southwest Region average:					0.1	A+	A+
South Central							
	Area average:						
South Central Region average:					1.11	C+	C+
Eastern							
	Area average:						
Eastern Region average:					0.48	A-	A-
Statewide Average:						B-	B-

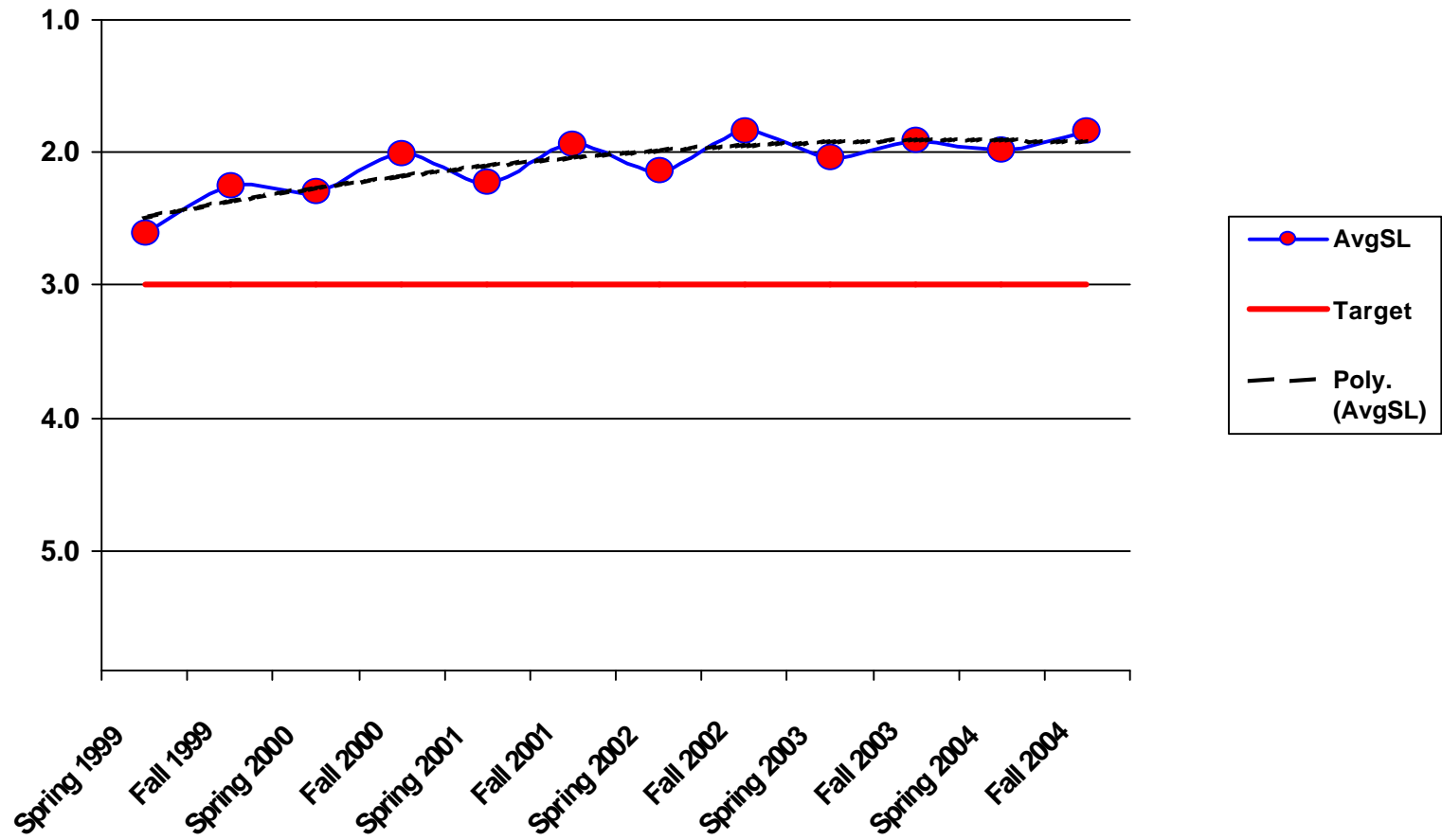
Maintenance Accountability Process  
**\*\*\*Service Level Report By Activity \*\*\***

**Activity: 7B1 Rest Area Operations**

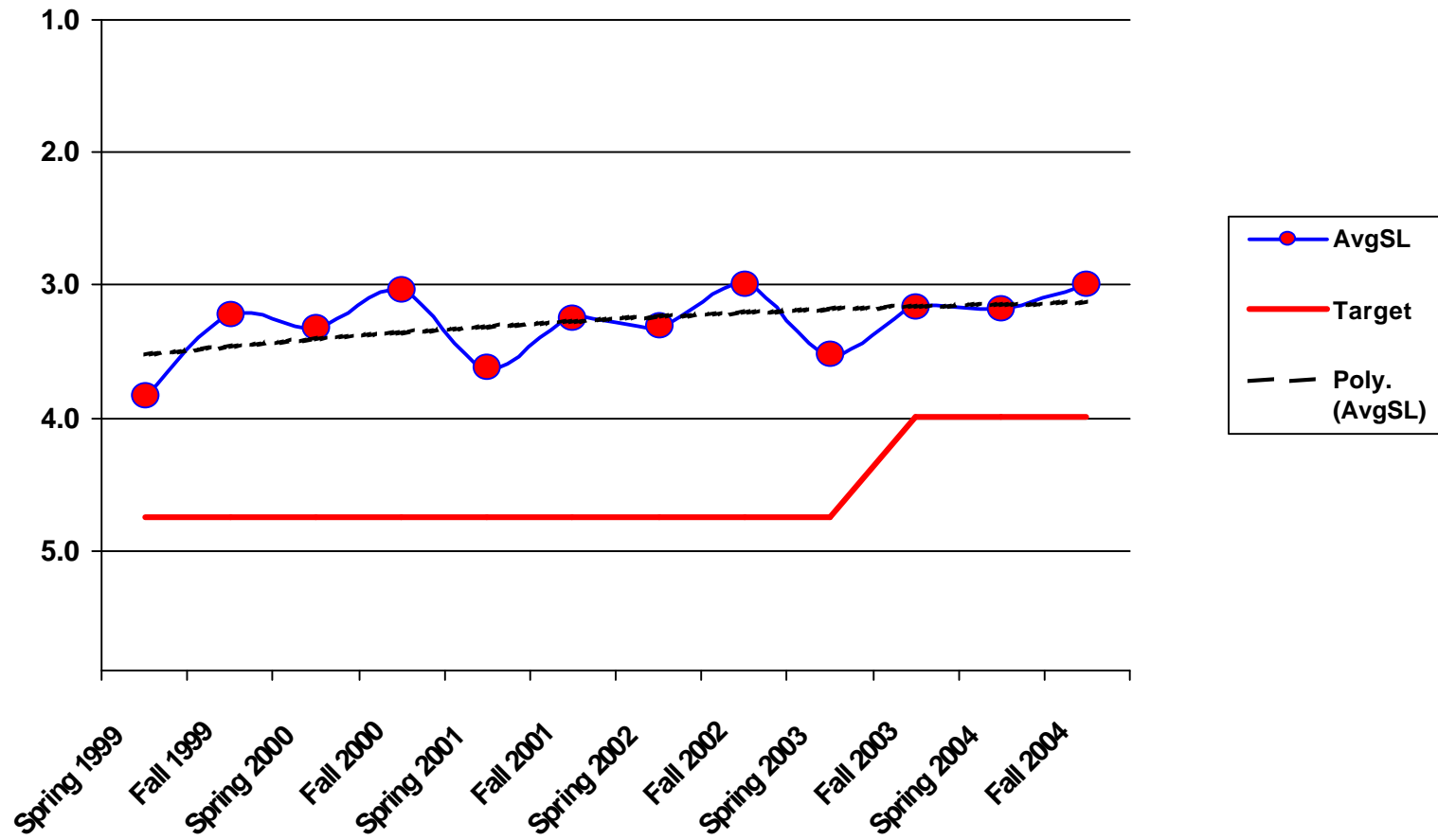
SL Target **2.75**

			Spring 2004		Fall 2004		CY Avg. Service Level
Region	Area	Sect	Score	SL	Score	SL	
Northwest							
	Area average:						
Northwest Region average:					8	B-	B-
North Central							
	Area average:						
North Central Region average:					7	B	B
Olympic							
	Area average:						
Olympic Region average:					7	B	B
Southwest							
	Area average:						
Southwest Region average:					6	B+	B+
South Central							
	Area average:						
South Central Region average:					6	B+	B+
Eastern							
	Area average:						
Eastern Region average:					7	B	B
Statewide Average:						B	B

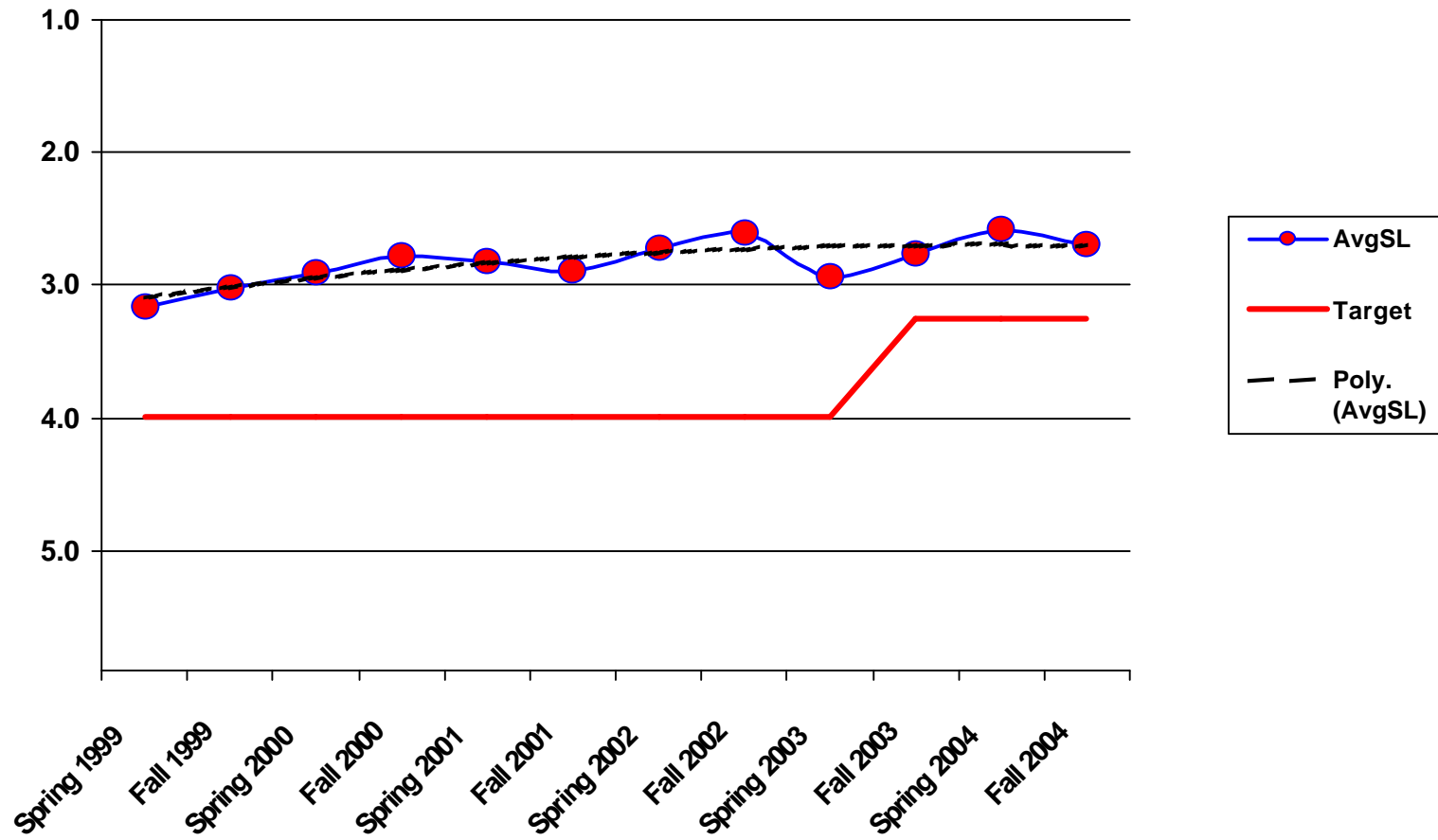
# 1A1 - Pavement Patching and Repair Statewide



# 1A2 - Crack Sealing Statewide

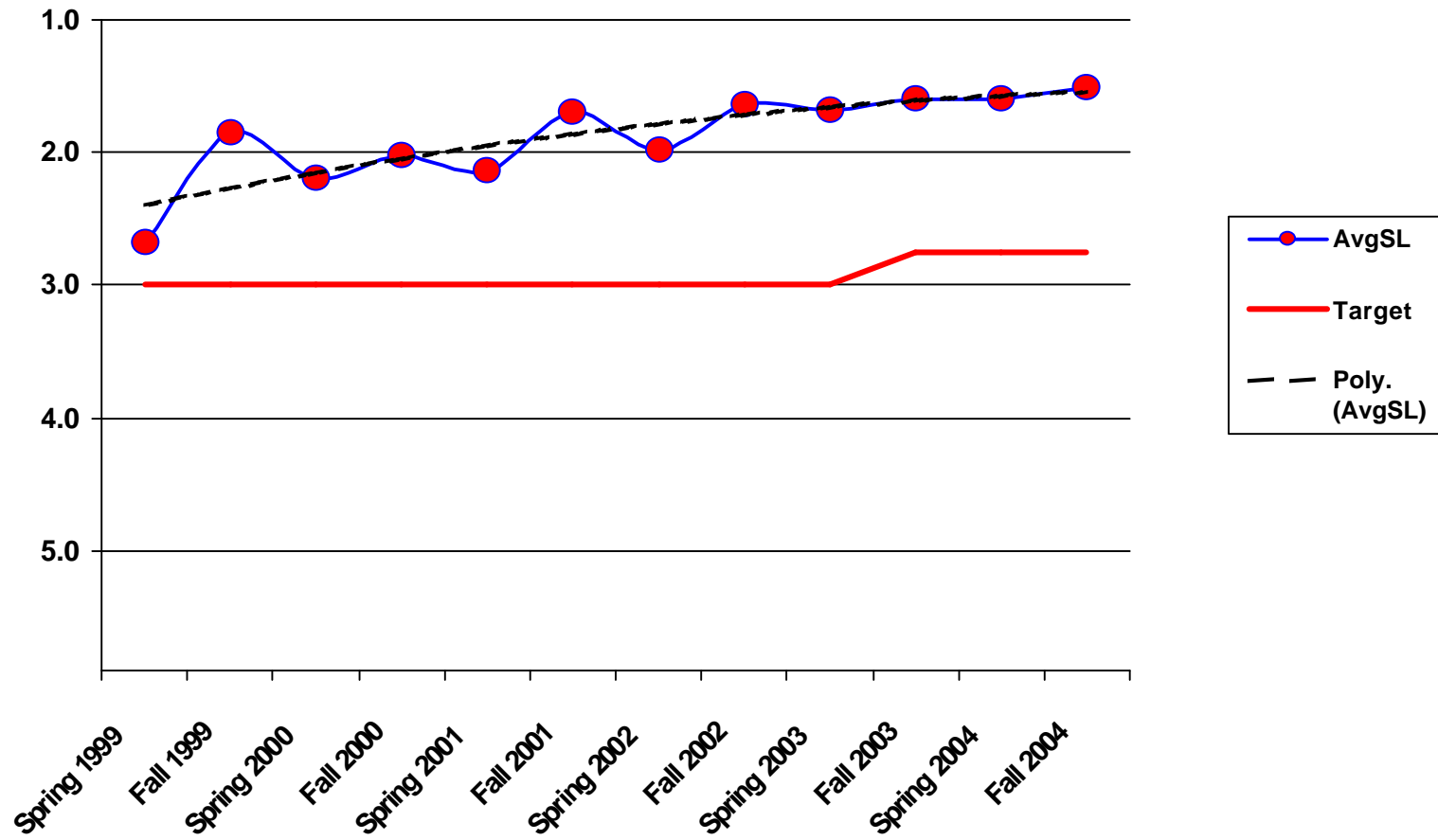


# 1A3 - Shoulder Maintenance Statewide

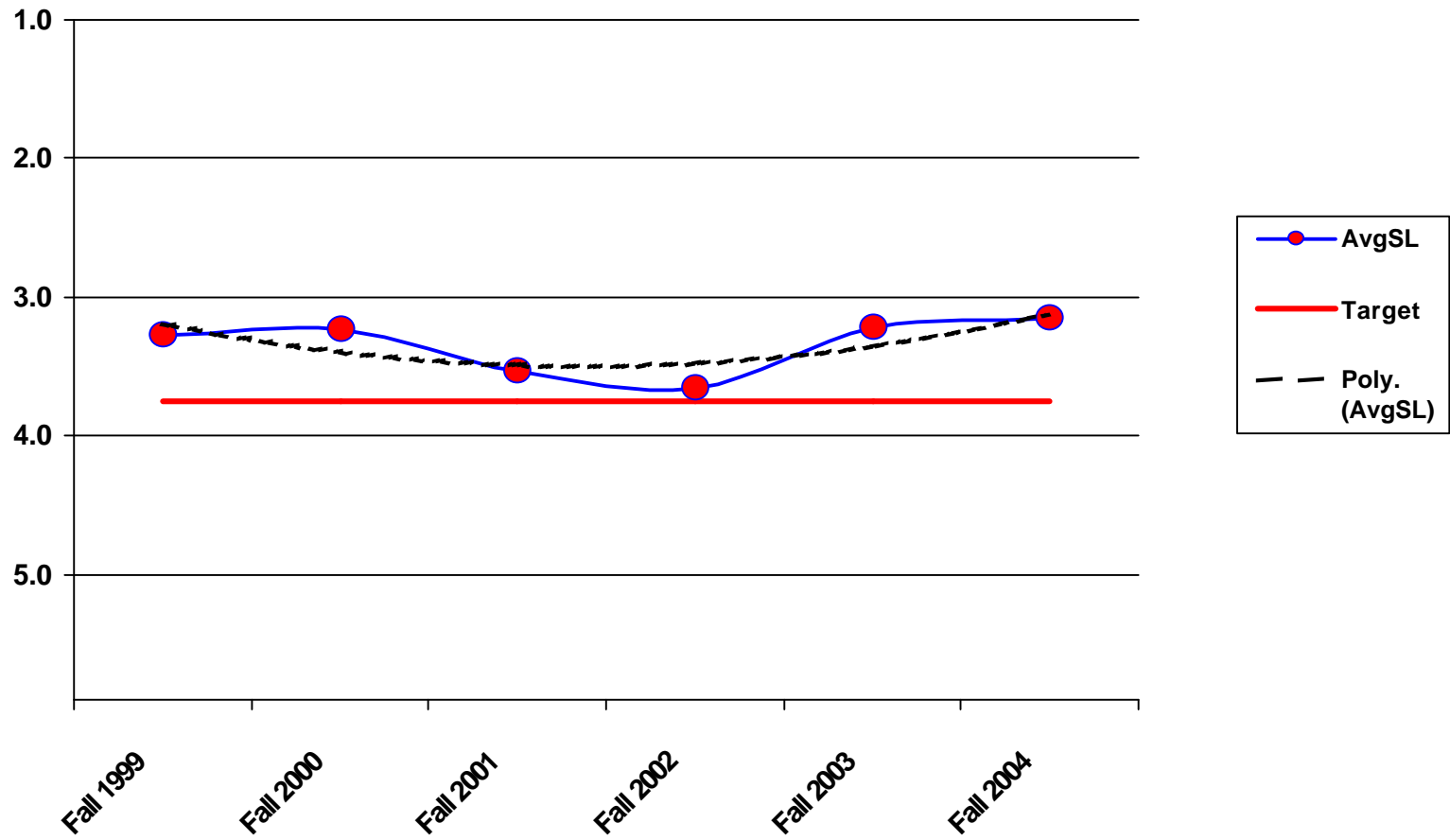




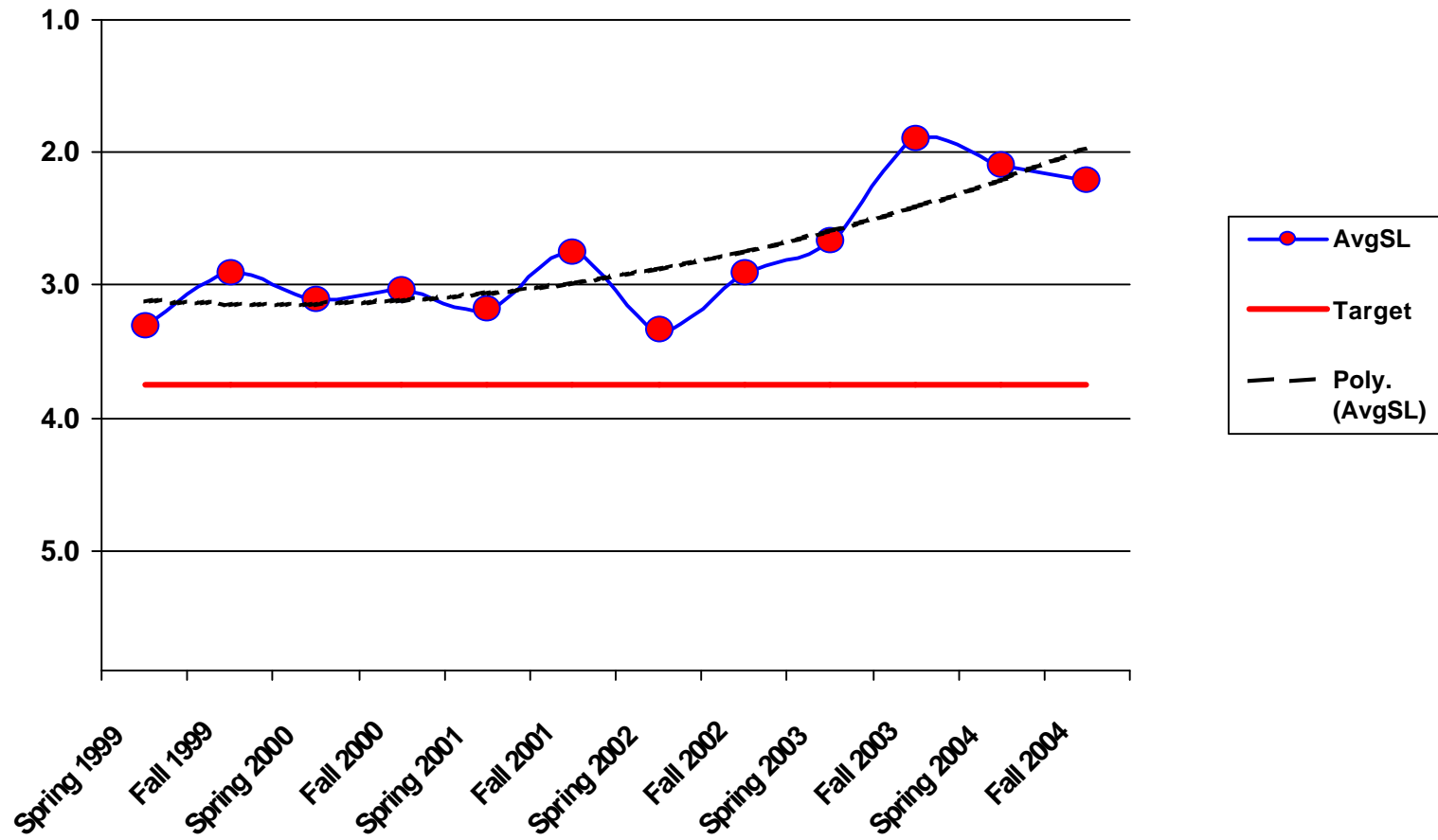
# 1A4 - Sweeping and Cleaning Statewide



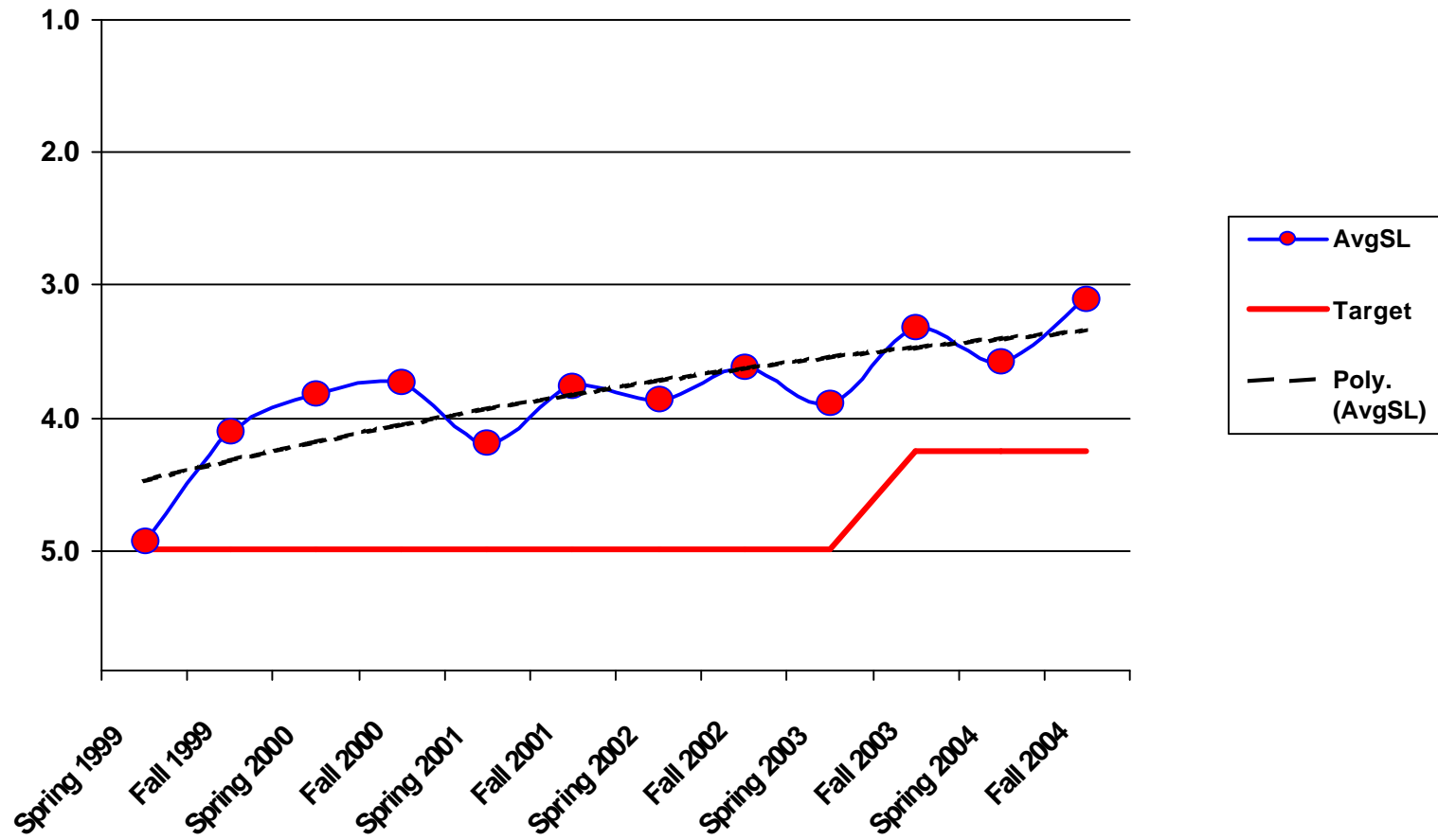
# 1B1 - Safety Patrol Statewide



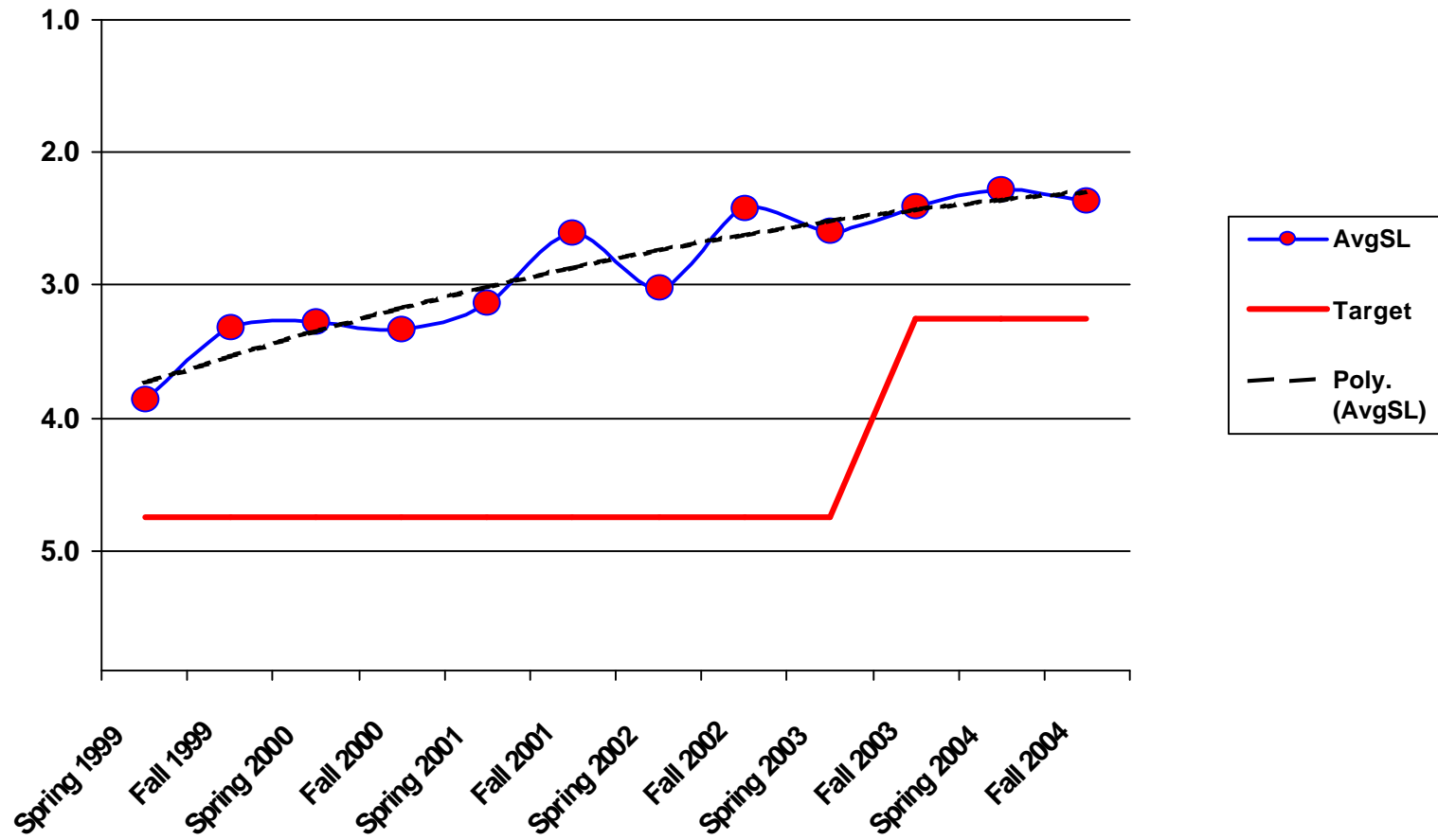
2A1 - Maintain Ditches  
Statewide



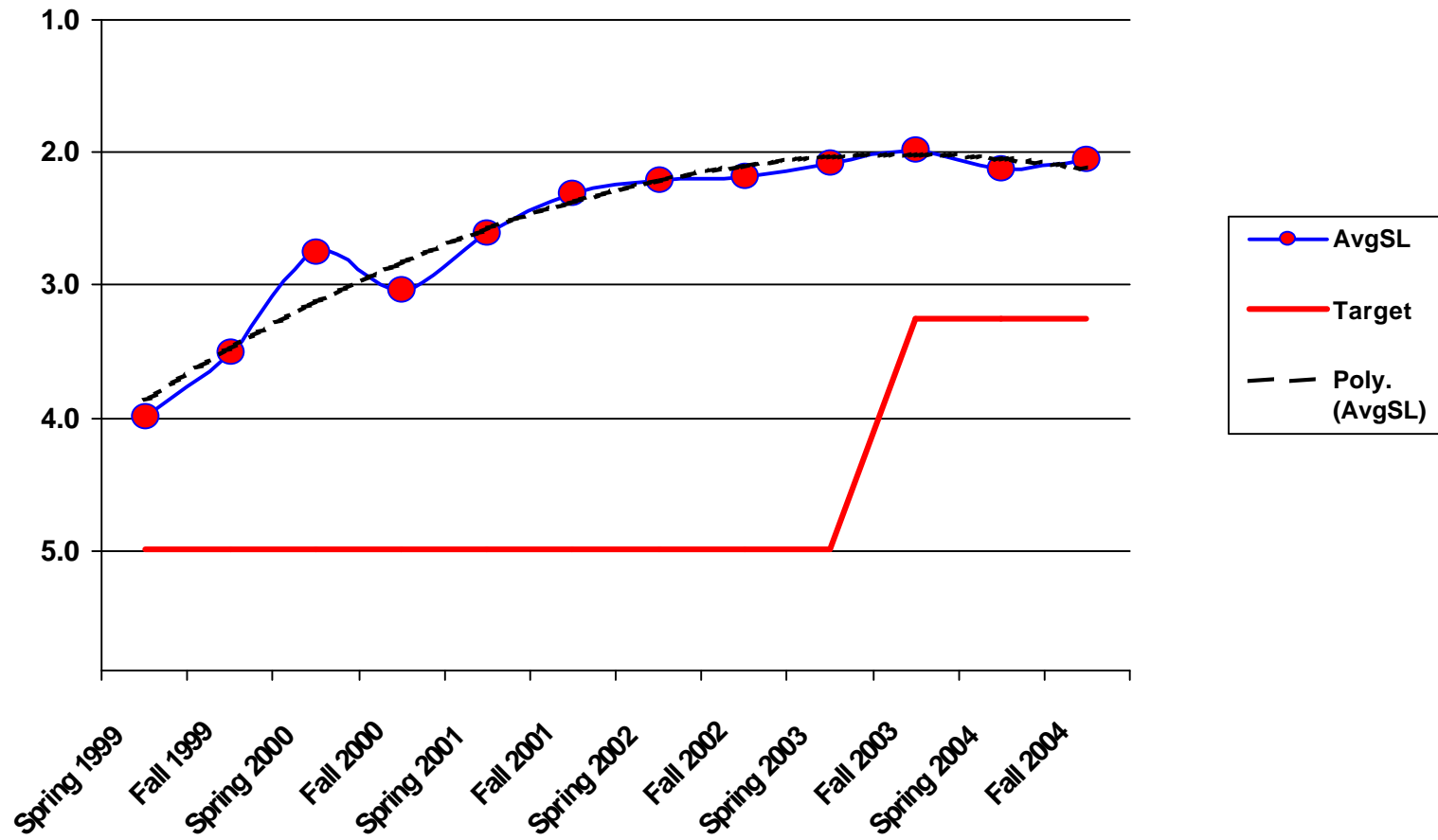
## 2A2 - Maintain Culverts Statewide



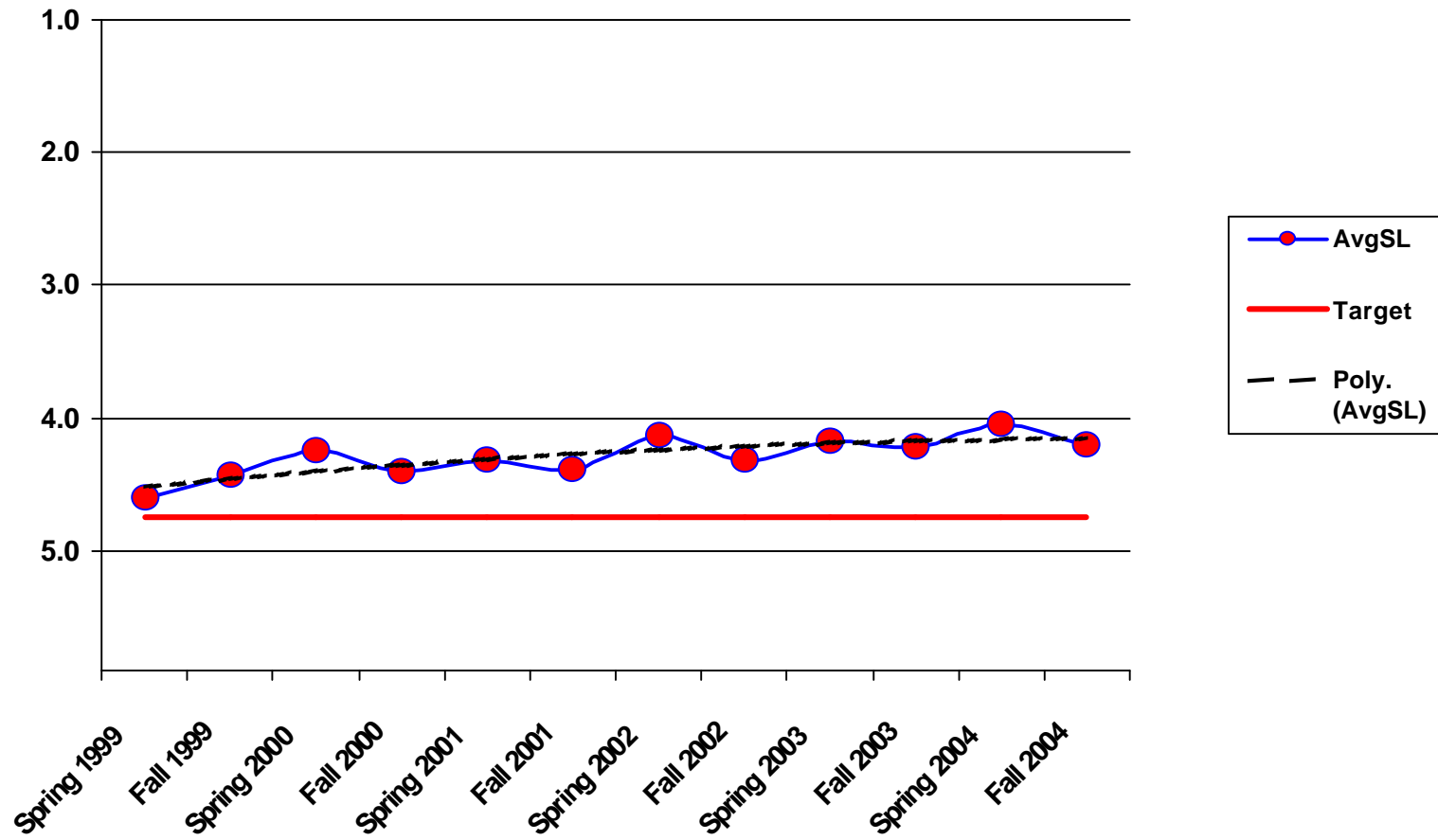
2A3 - Maintain Catch Basins and Inlets  
Statewide



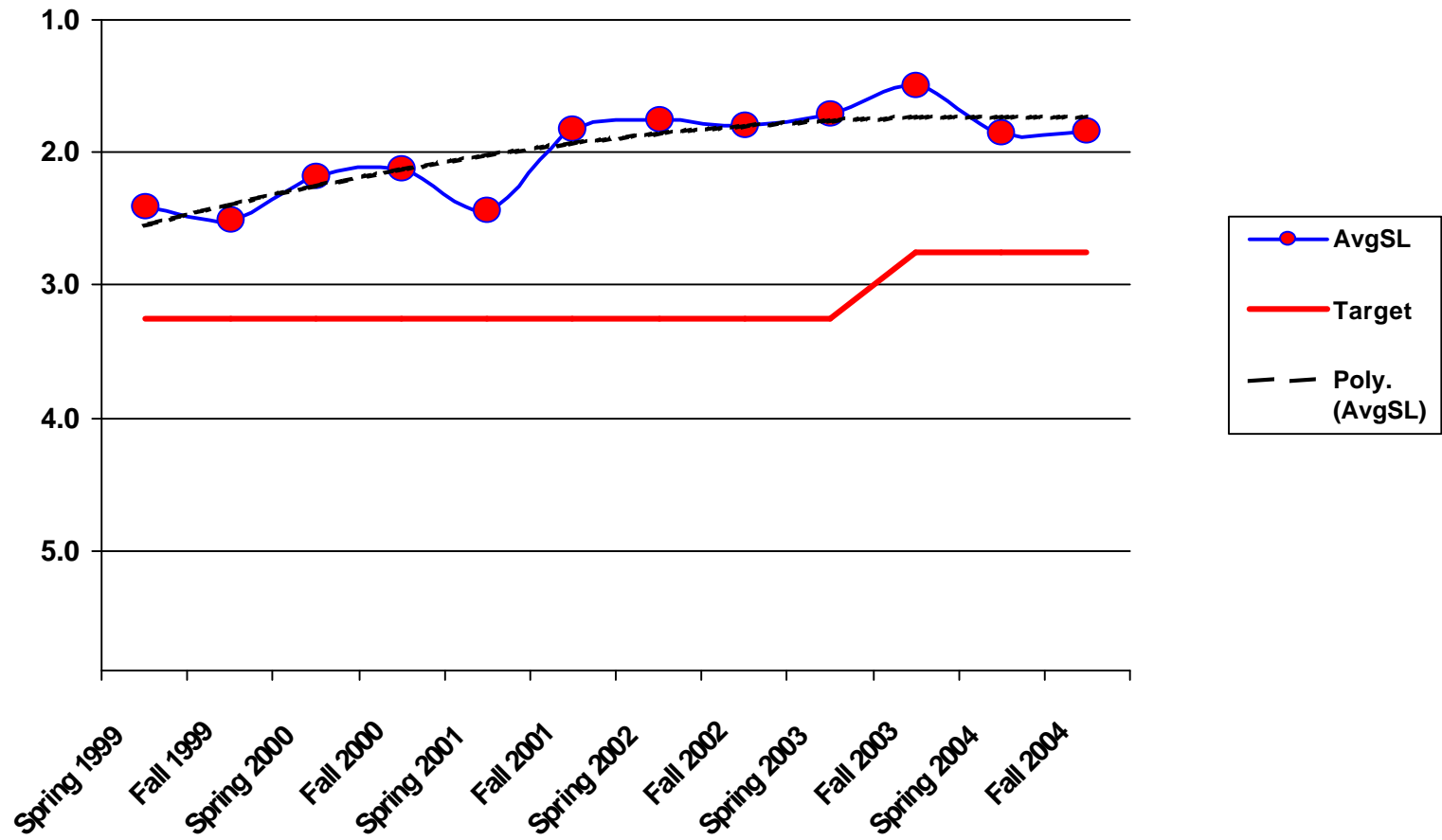
## 2A5 - Slope Repair Statewide



### 3A1 - Litter Pickup Statewide



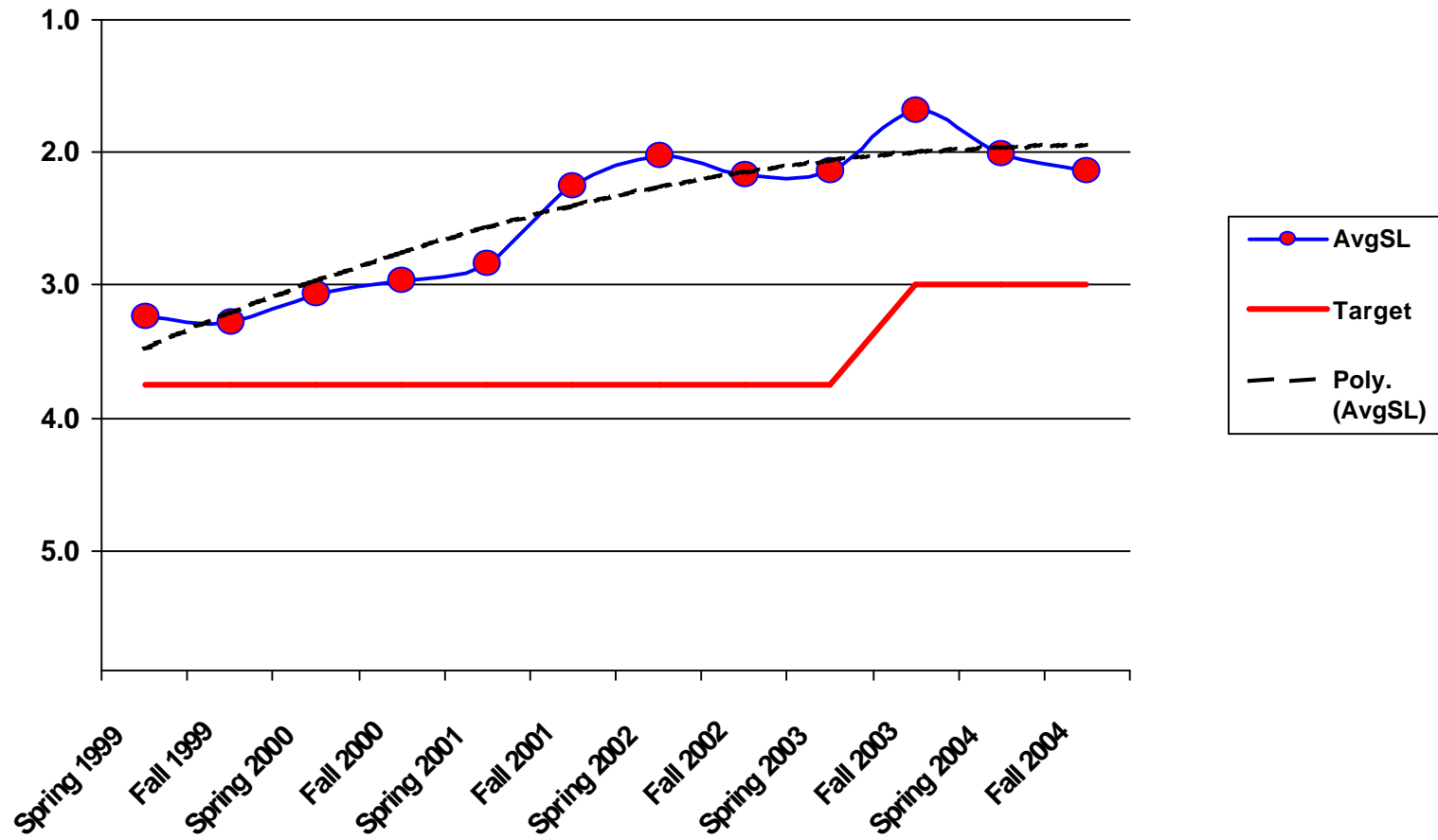
### 3A2 - Noxious Weed Control Statewide



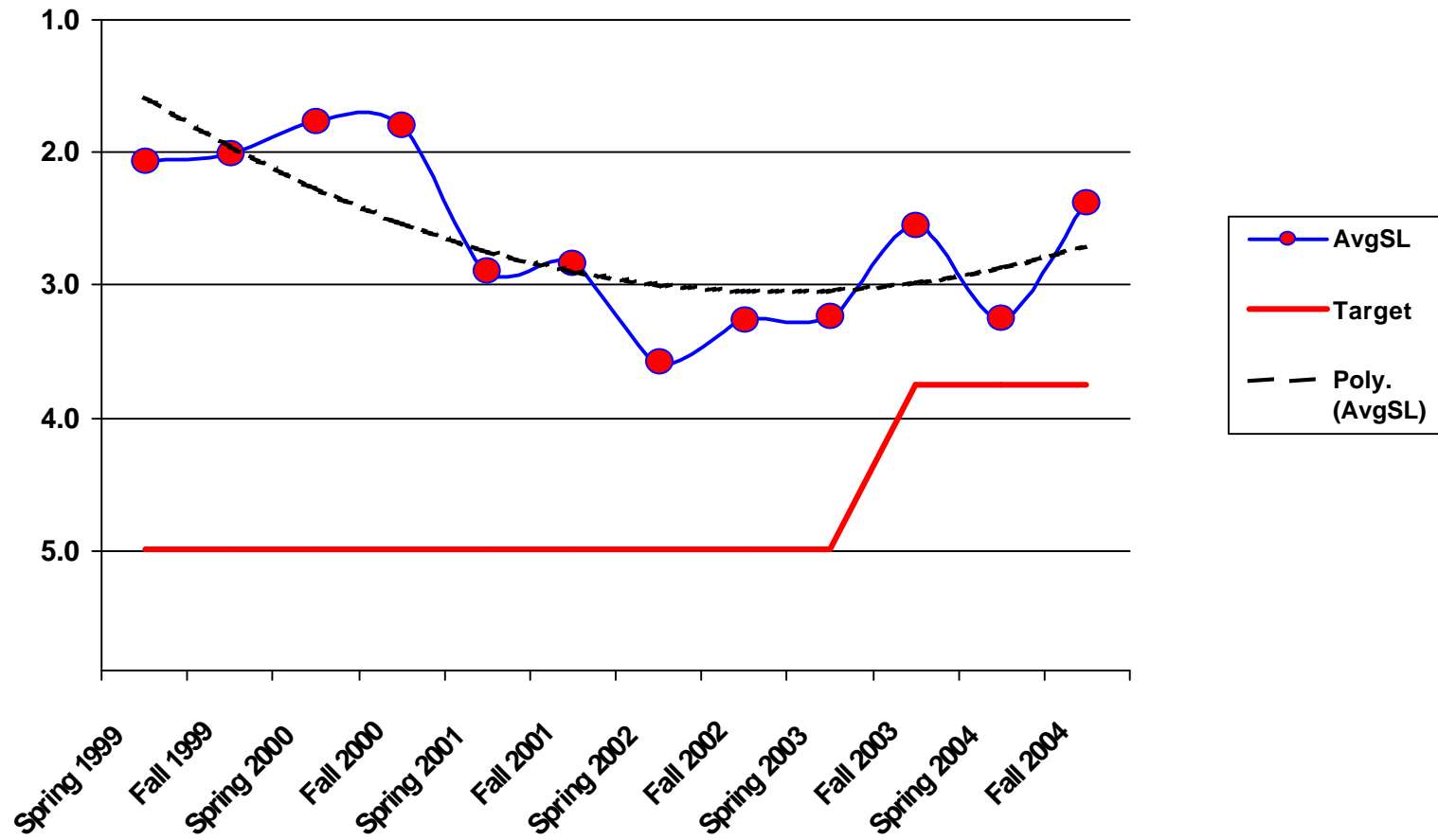


### 3A3 - Nuisance Vegetation Control

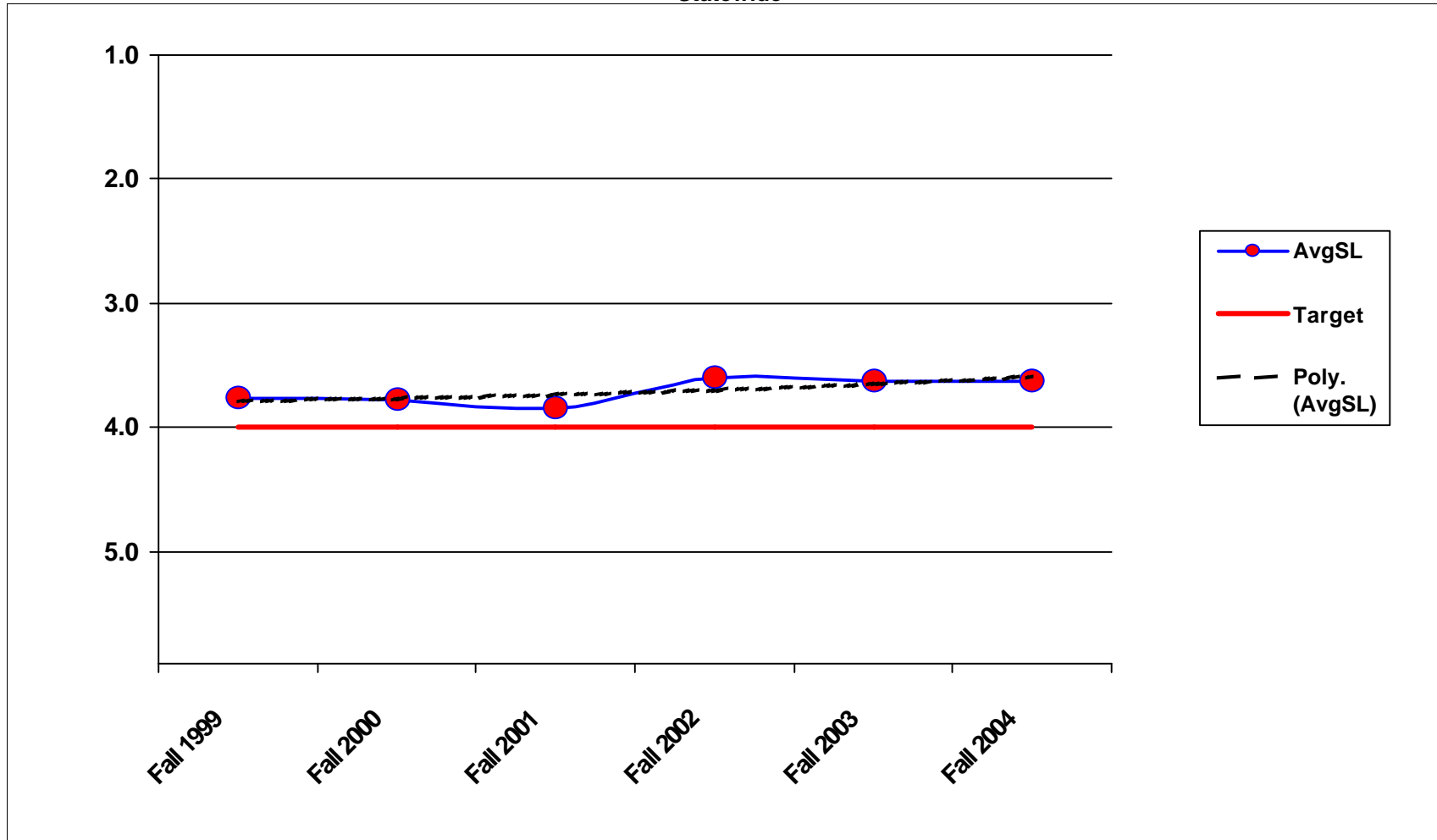
Statewide



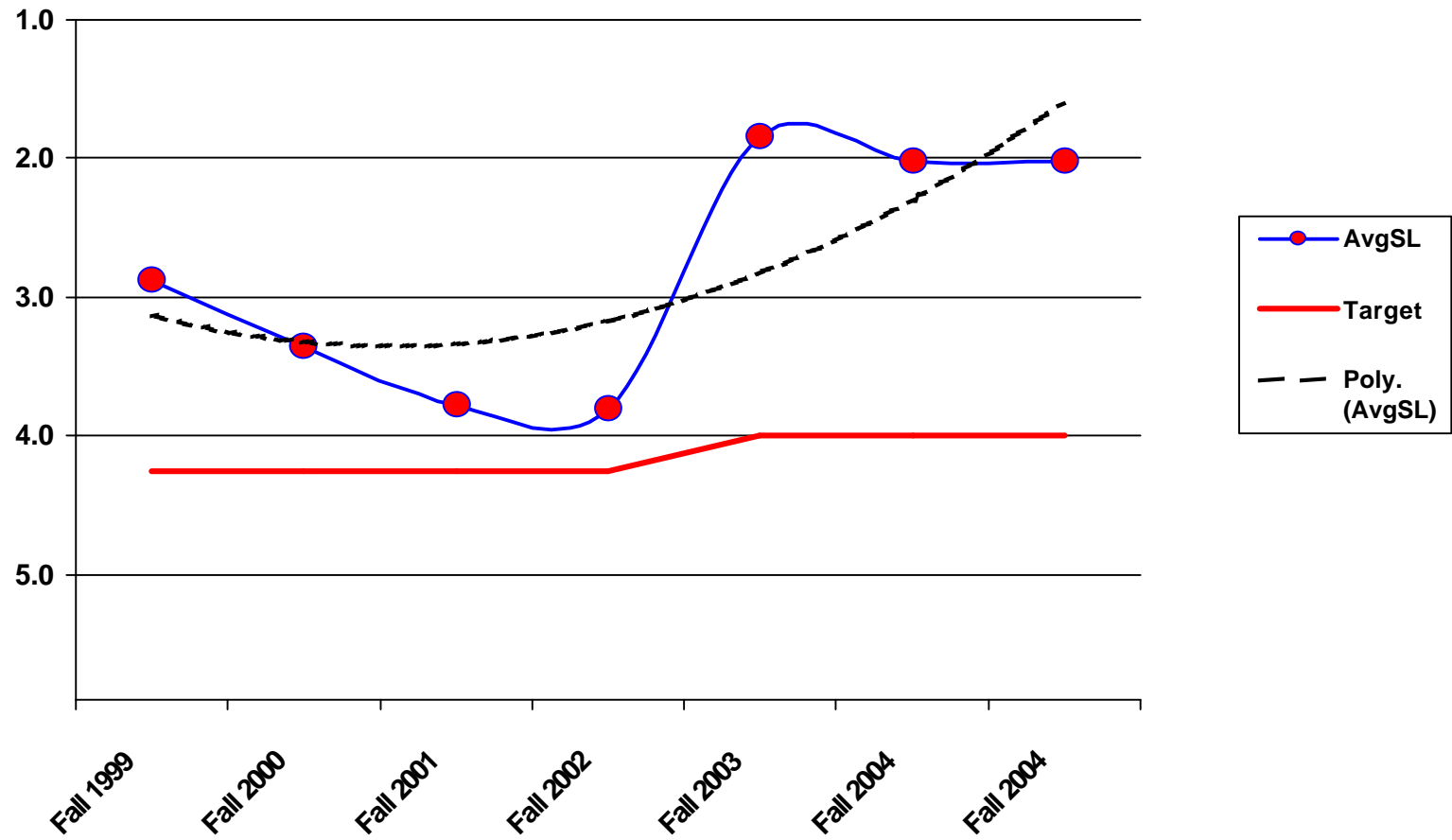
### 3A4 - Control of Vegetation Obstructions Statewide



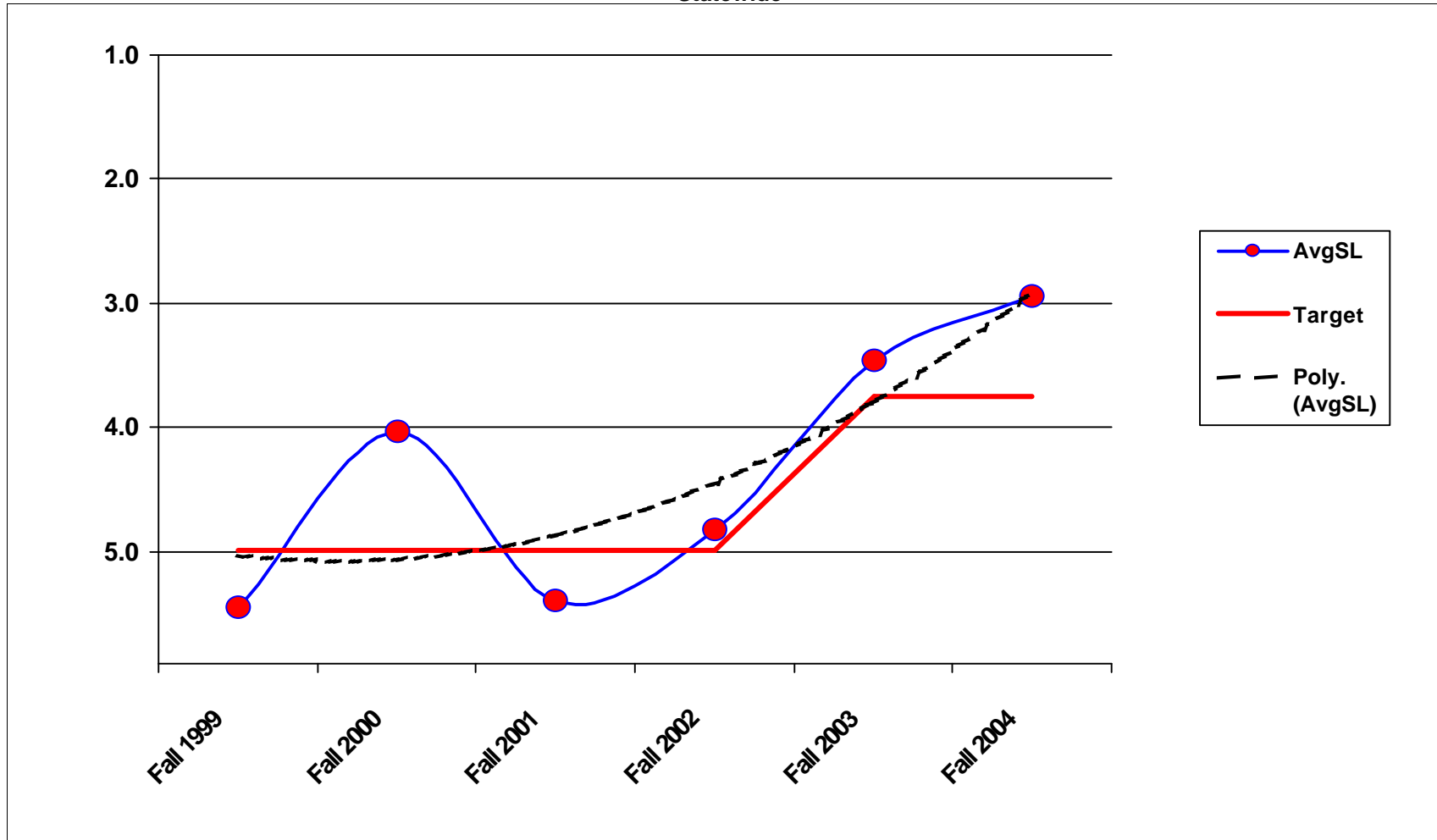
### 3A5 - Landscape Maintenance Statewide



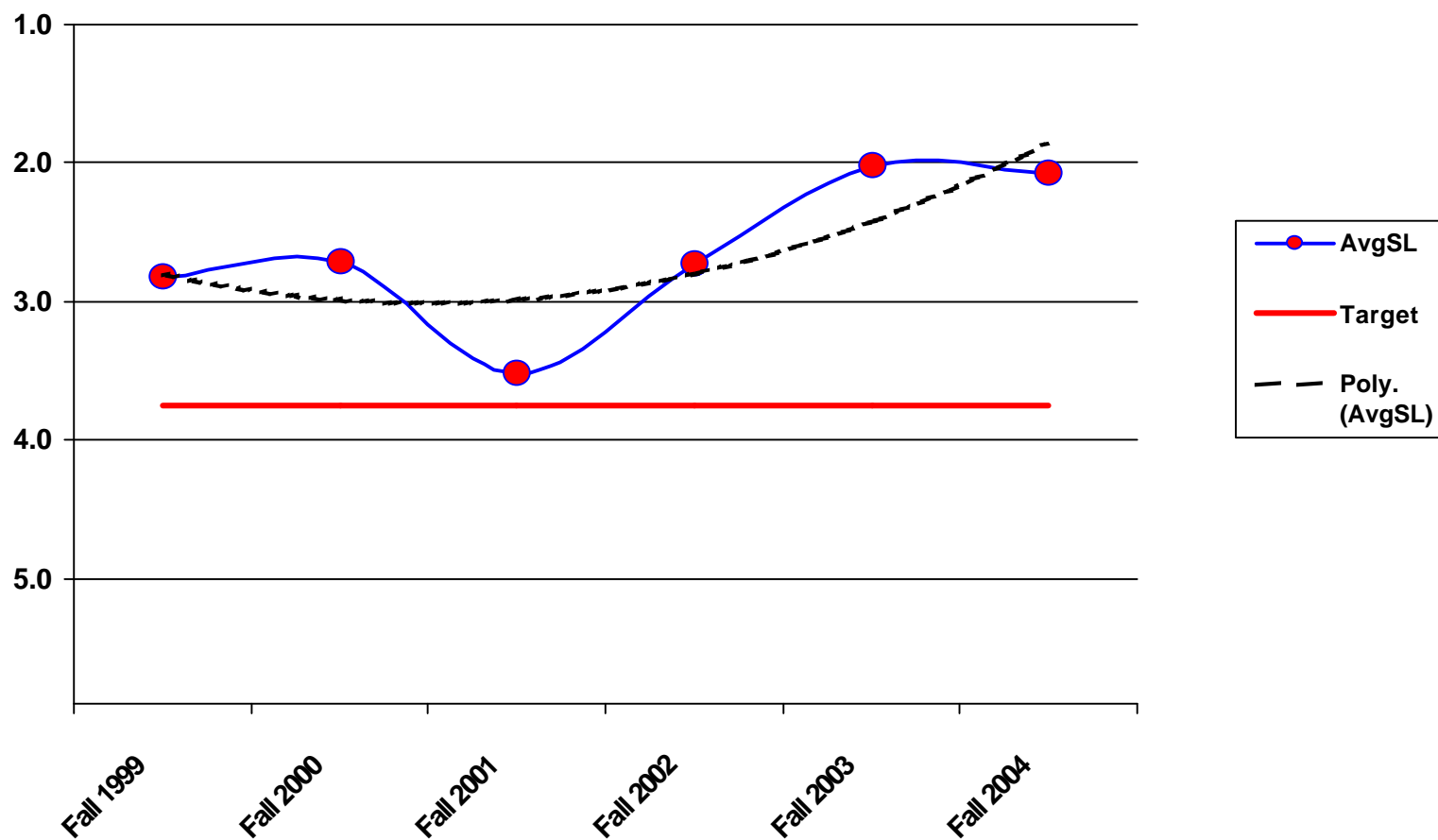
# 4A1 - Bridge Deck Repair Statewide



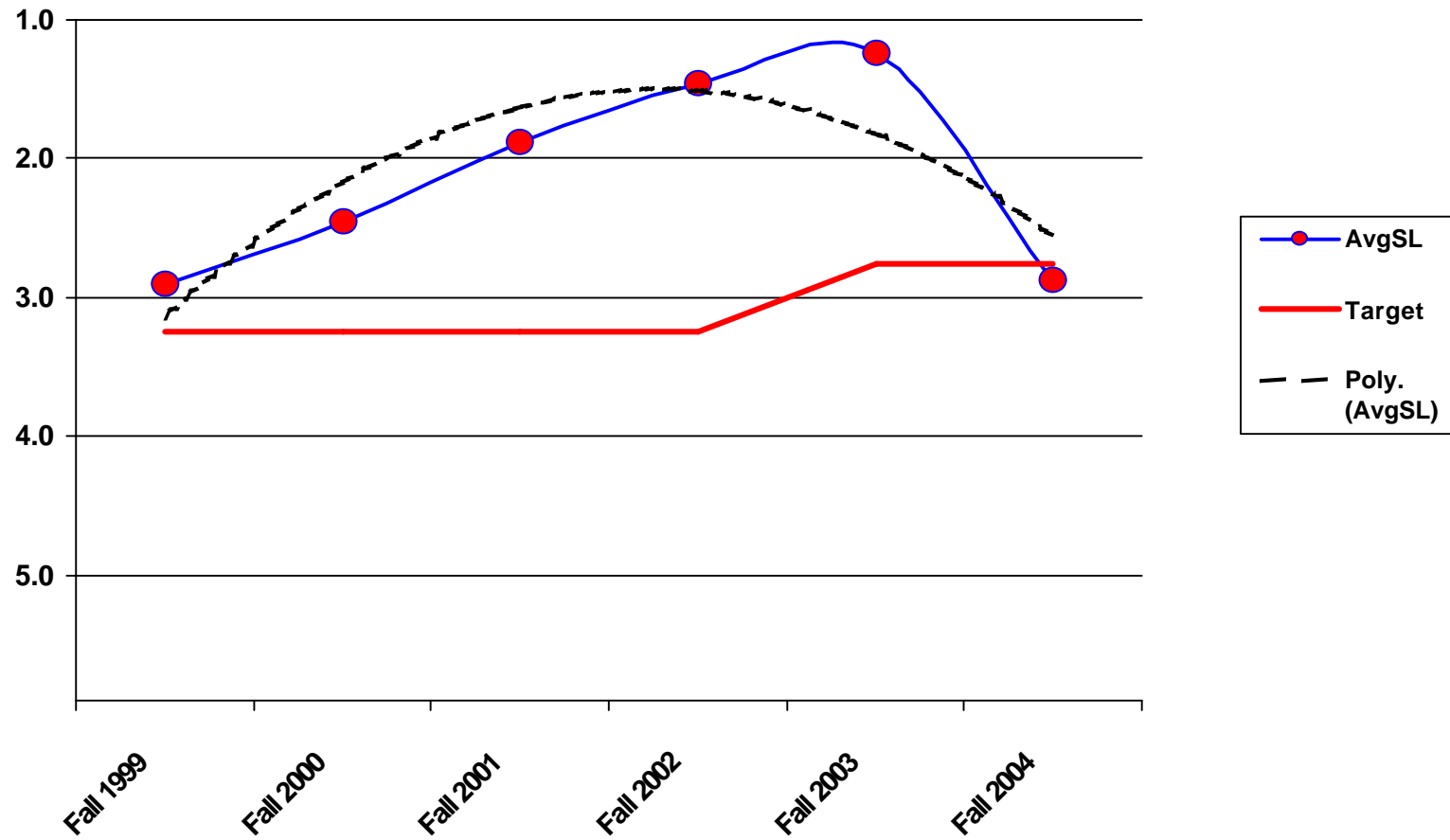
# 4A2 - Structural Bridge Repair Statewide



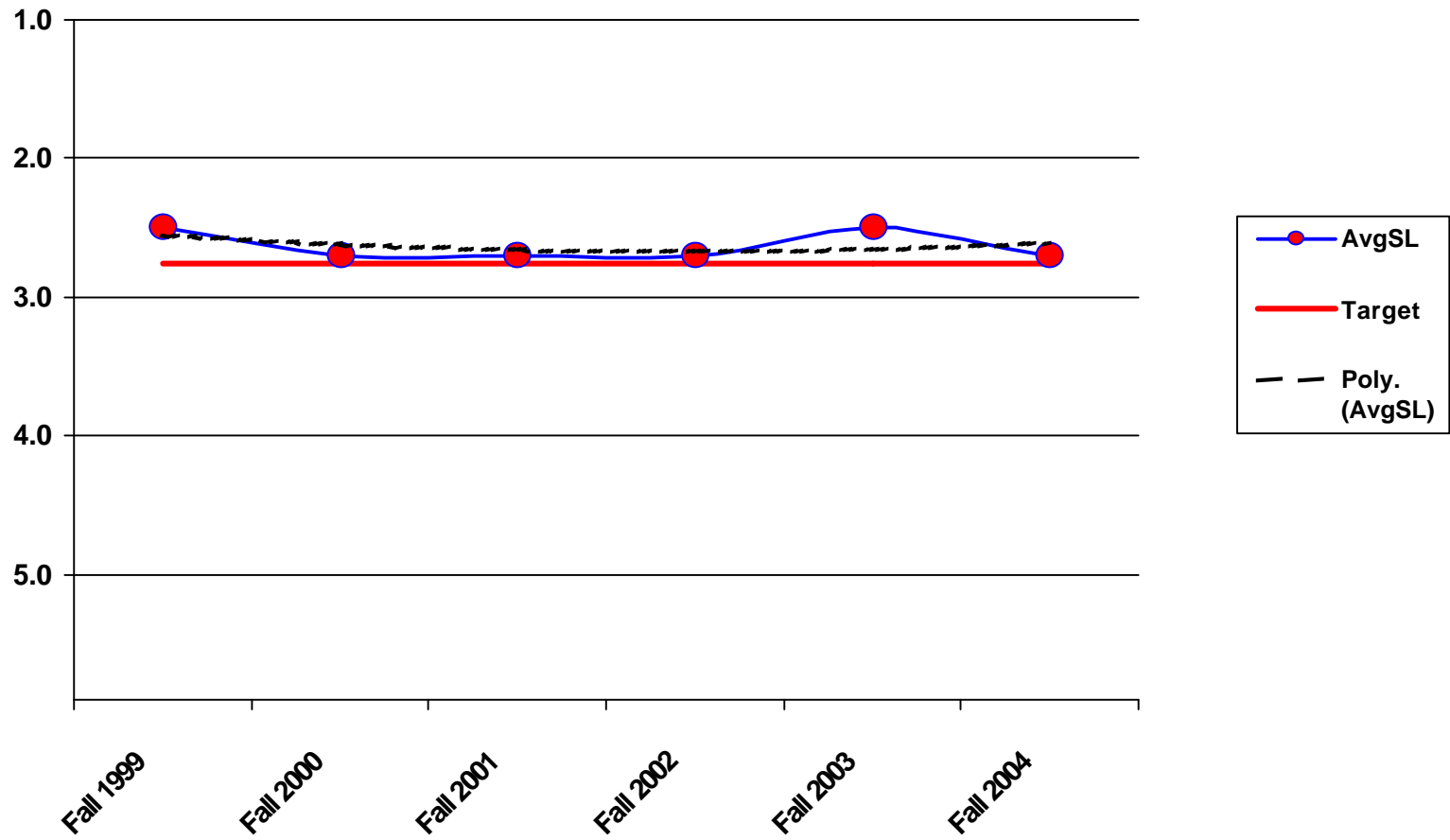
# 4A3 - Bridge Cleaning Statewide



# 4B1 - Movable and Floating Bridge Operations Statewide

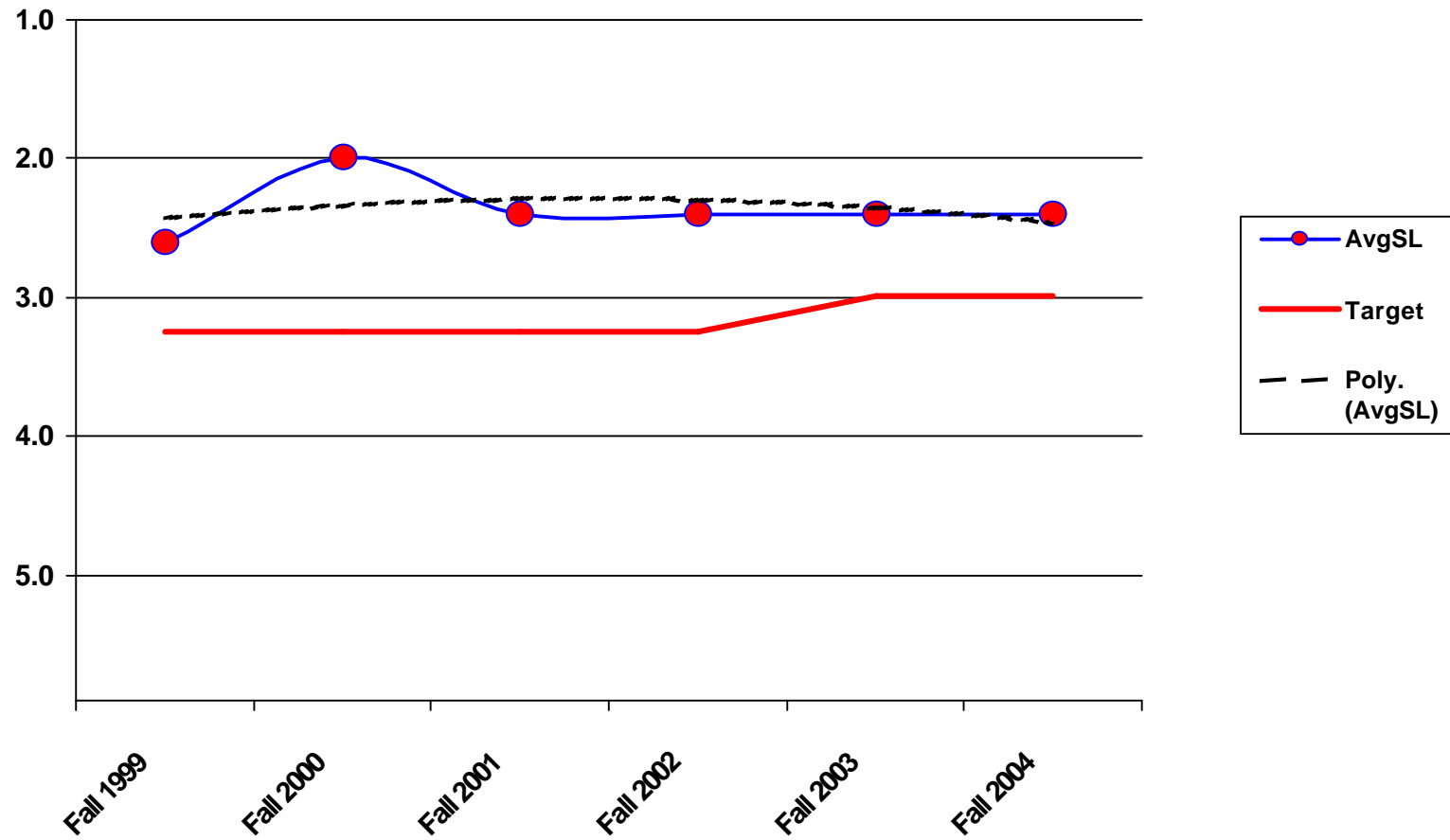


## 4B2 - Keller Ferry Operations Statewide

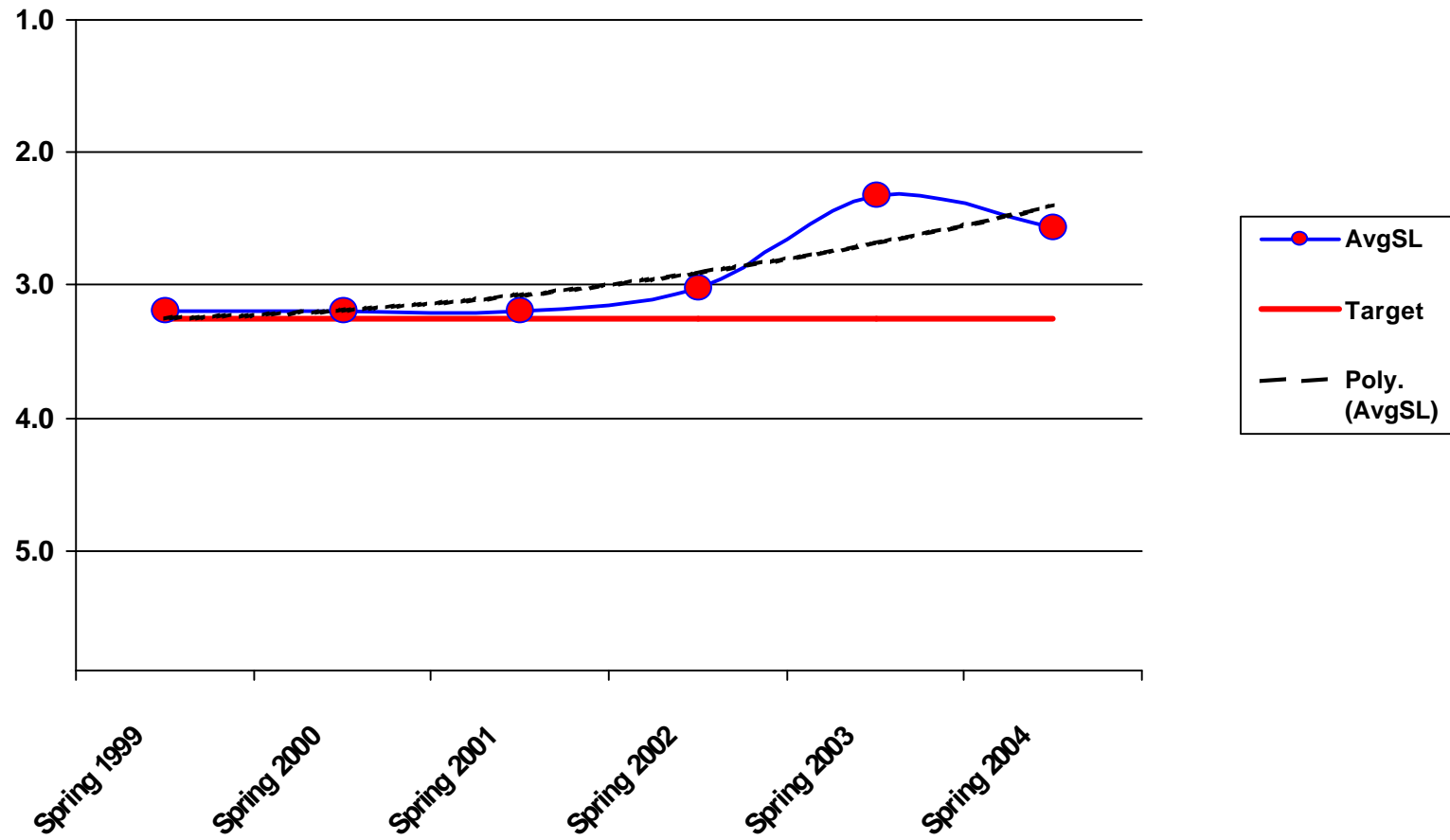




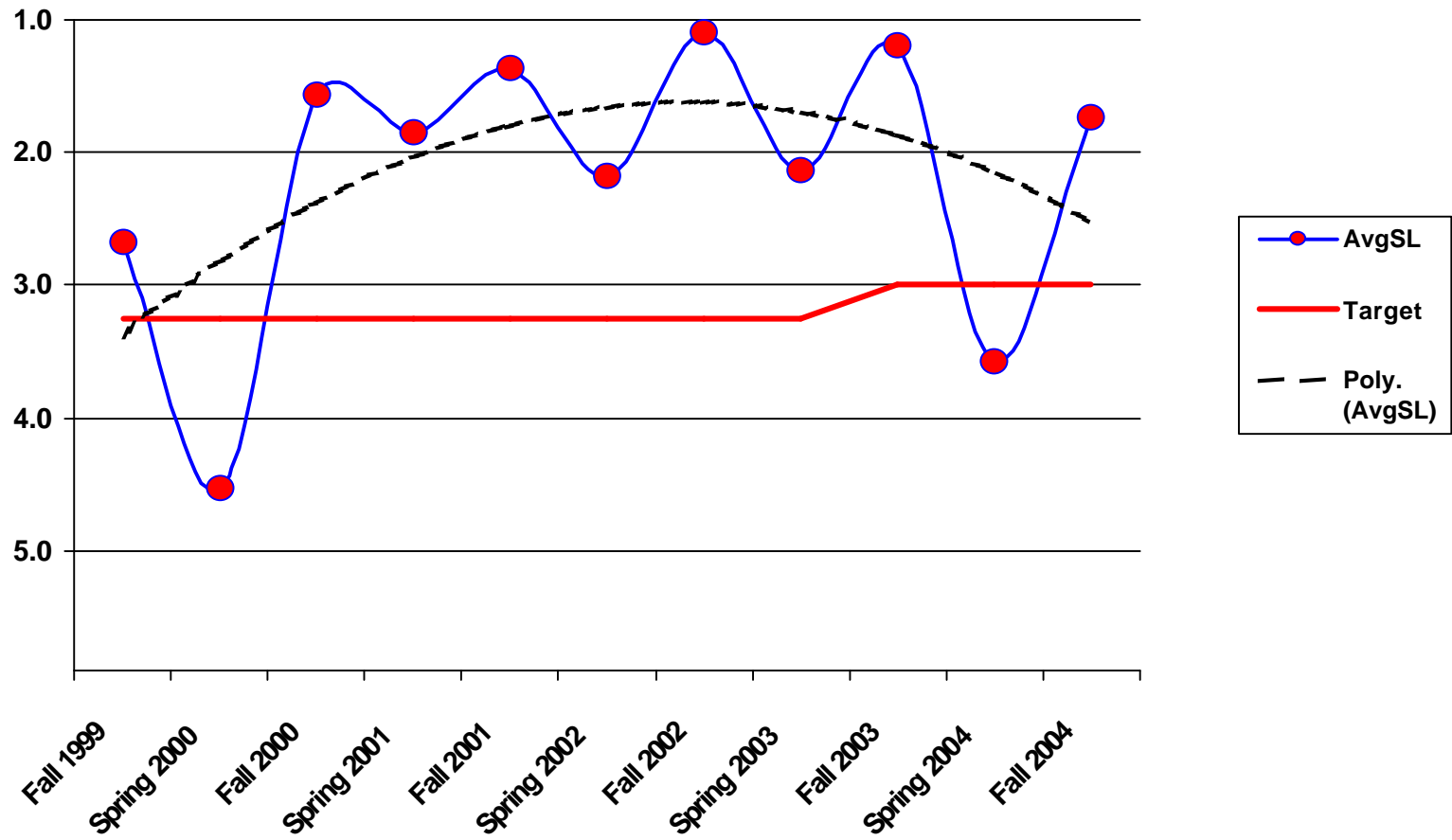
### 4B3 - Urban Tunnel Systems Statewide



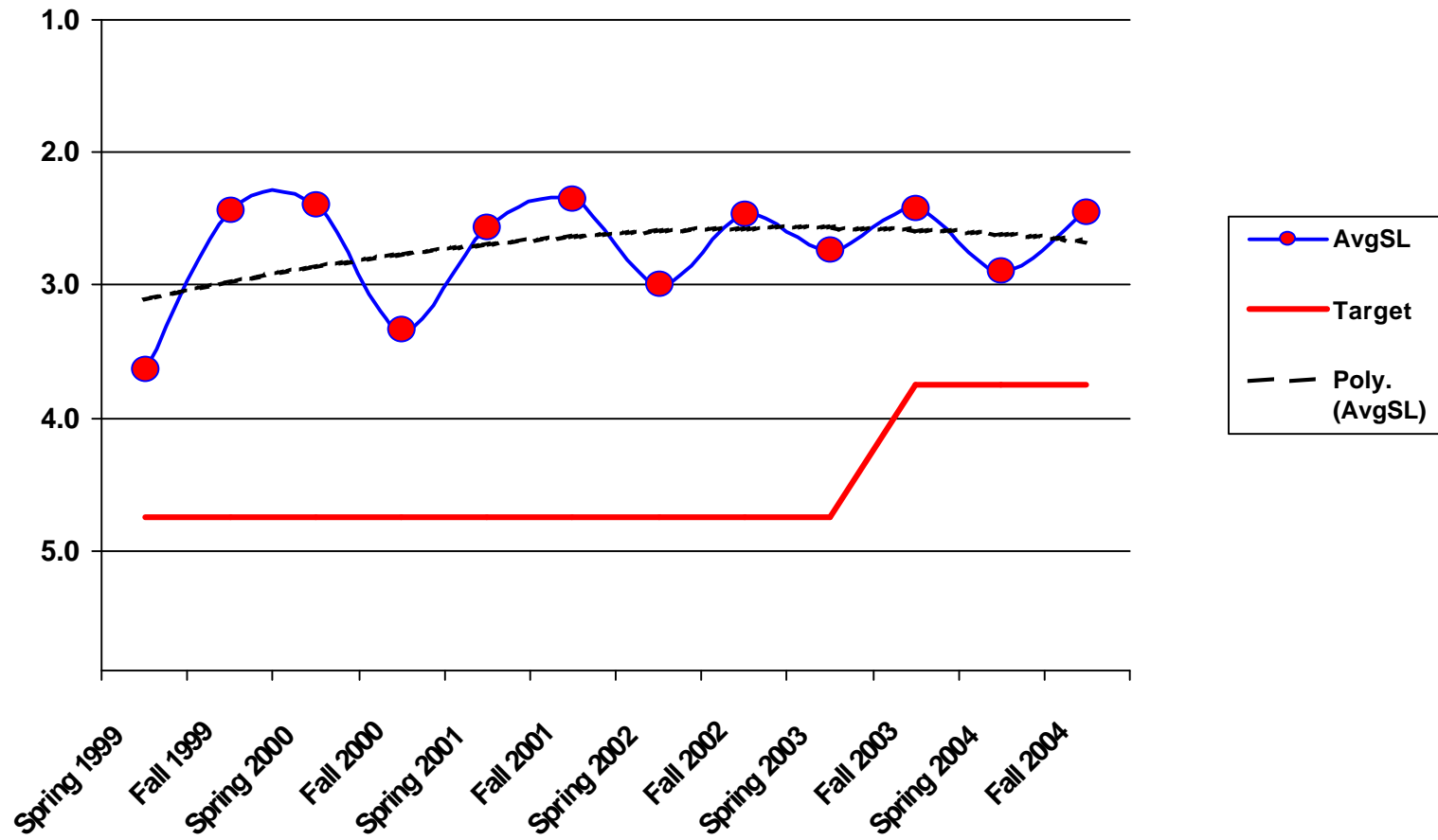
## 5B1 - Snow and Ice Control Operations Statewide



# 6A1 - Pavement Striping Maintenance Statewide

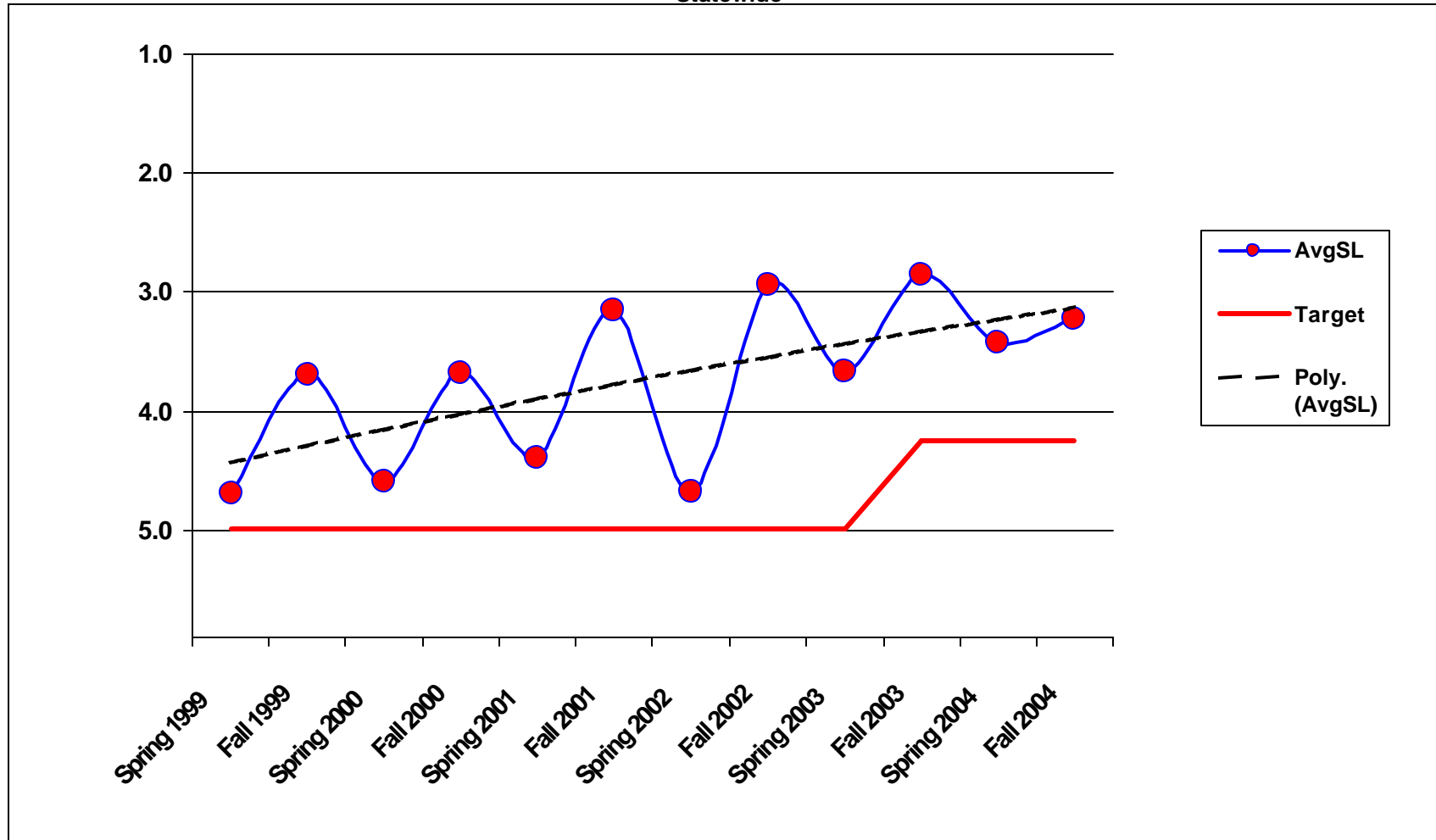


6A2 - Raised/Depressed Pavement Marker Maintenance  
Statewide



## 6A3 - Pavement Marking Maintenance

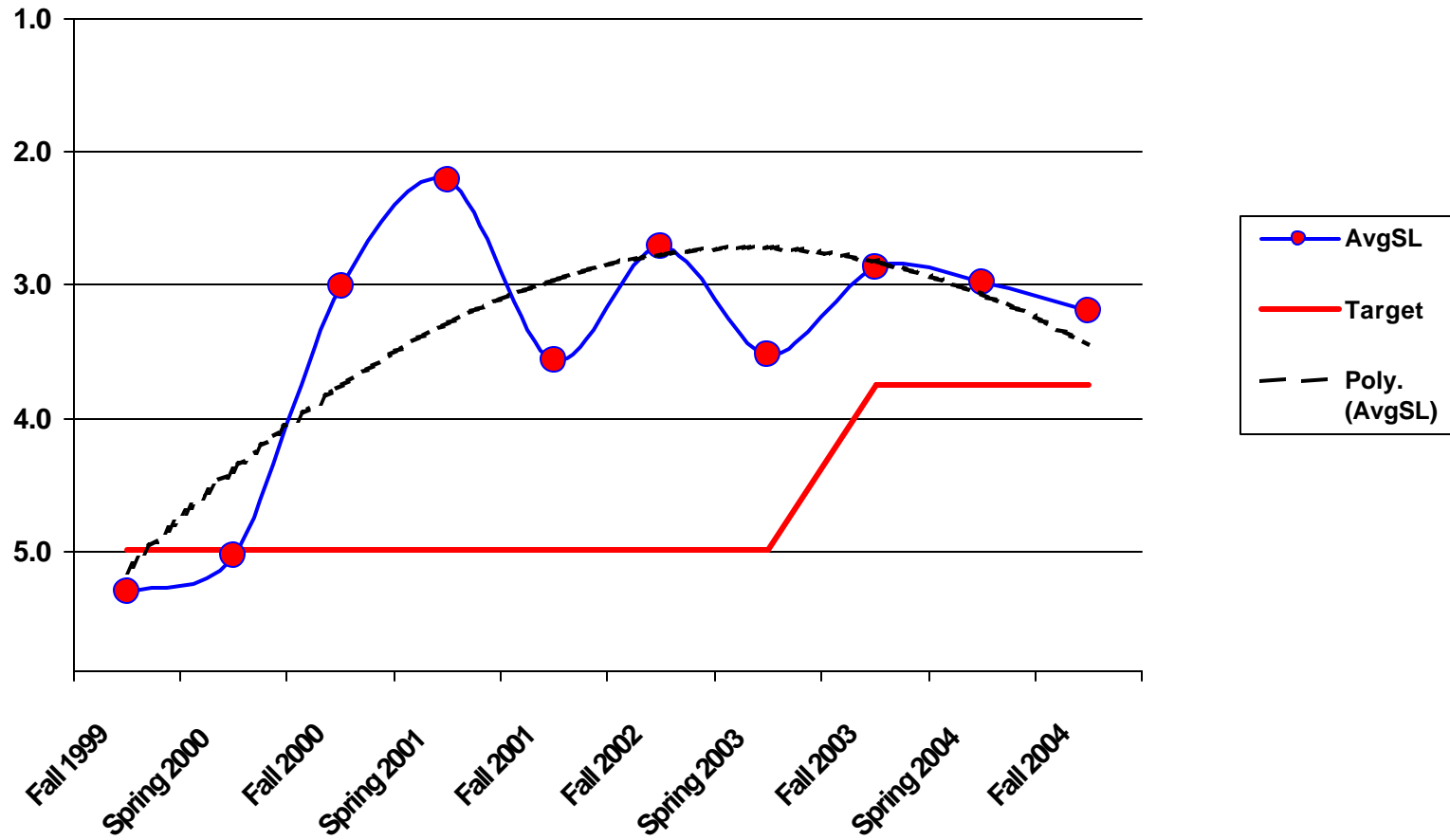
Statewide



1/11/2005

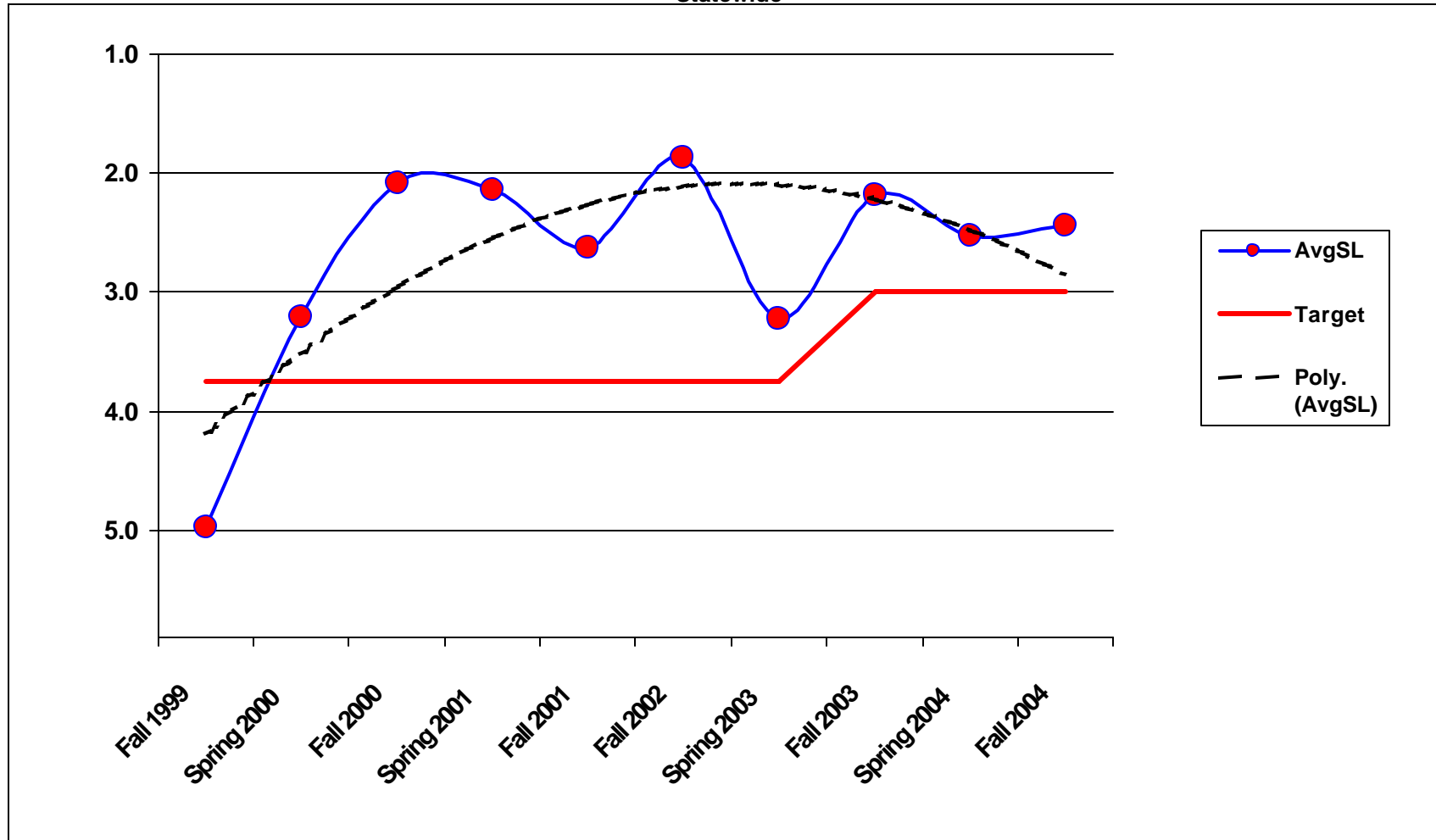
## 6A4 - Regulatory Sign Maintenance

Statewide

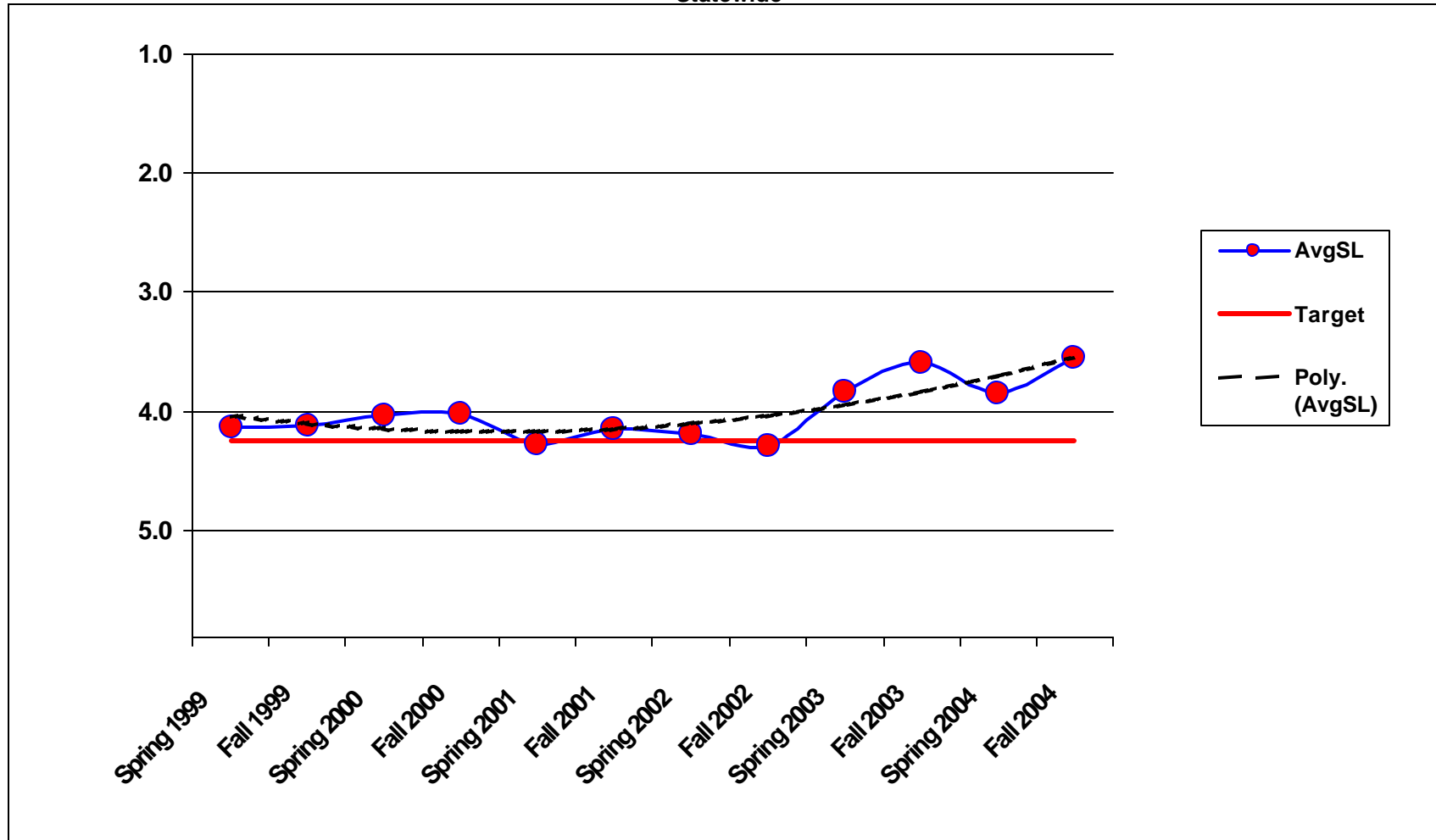


## 6A5 - Guide Sign Maintenance

Statewide



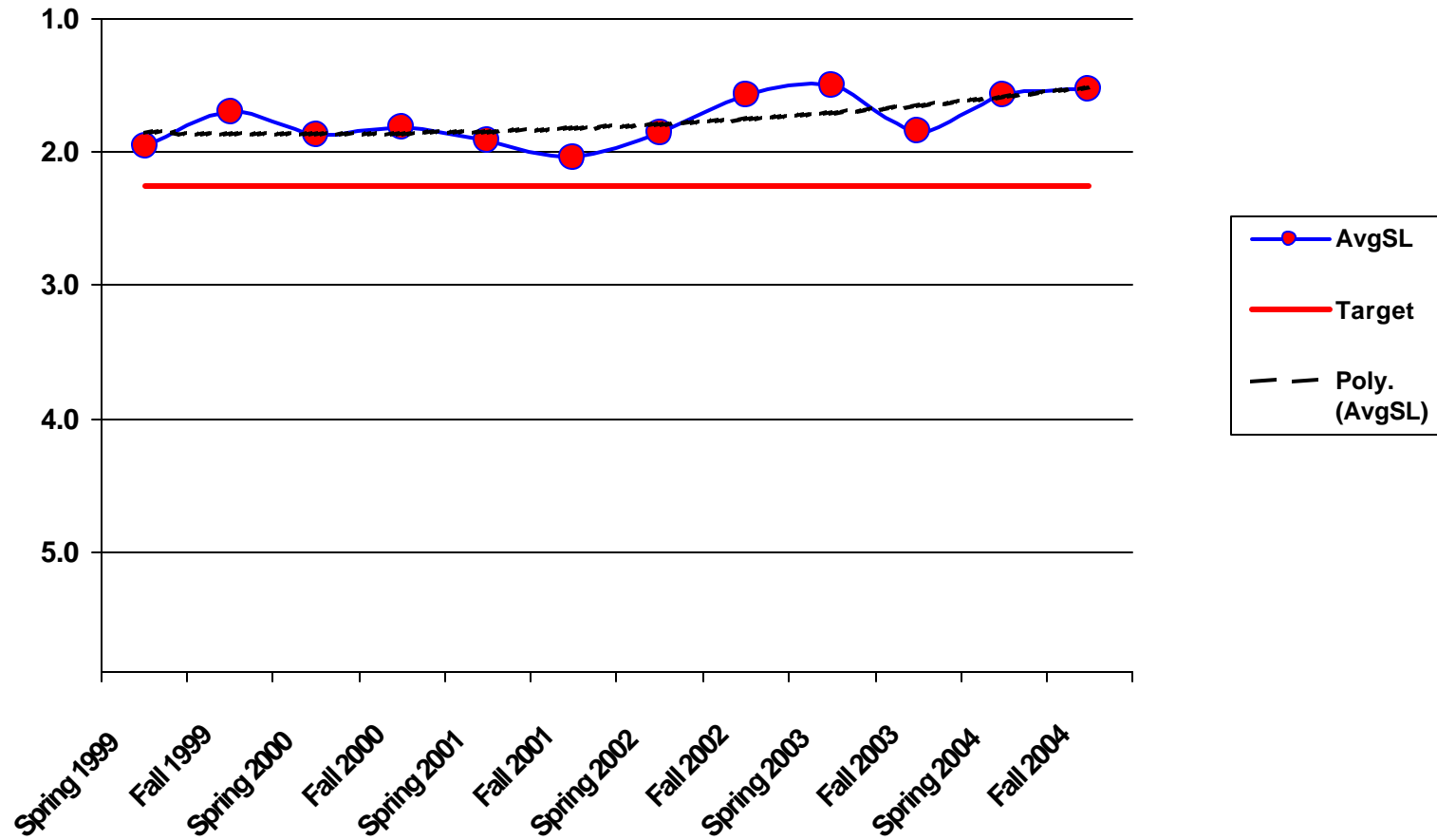
# 6A6 - Guidepost Maintenance Statewide





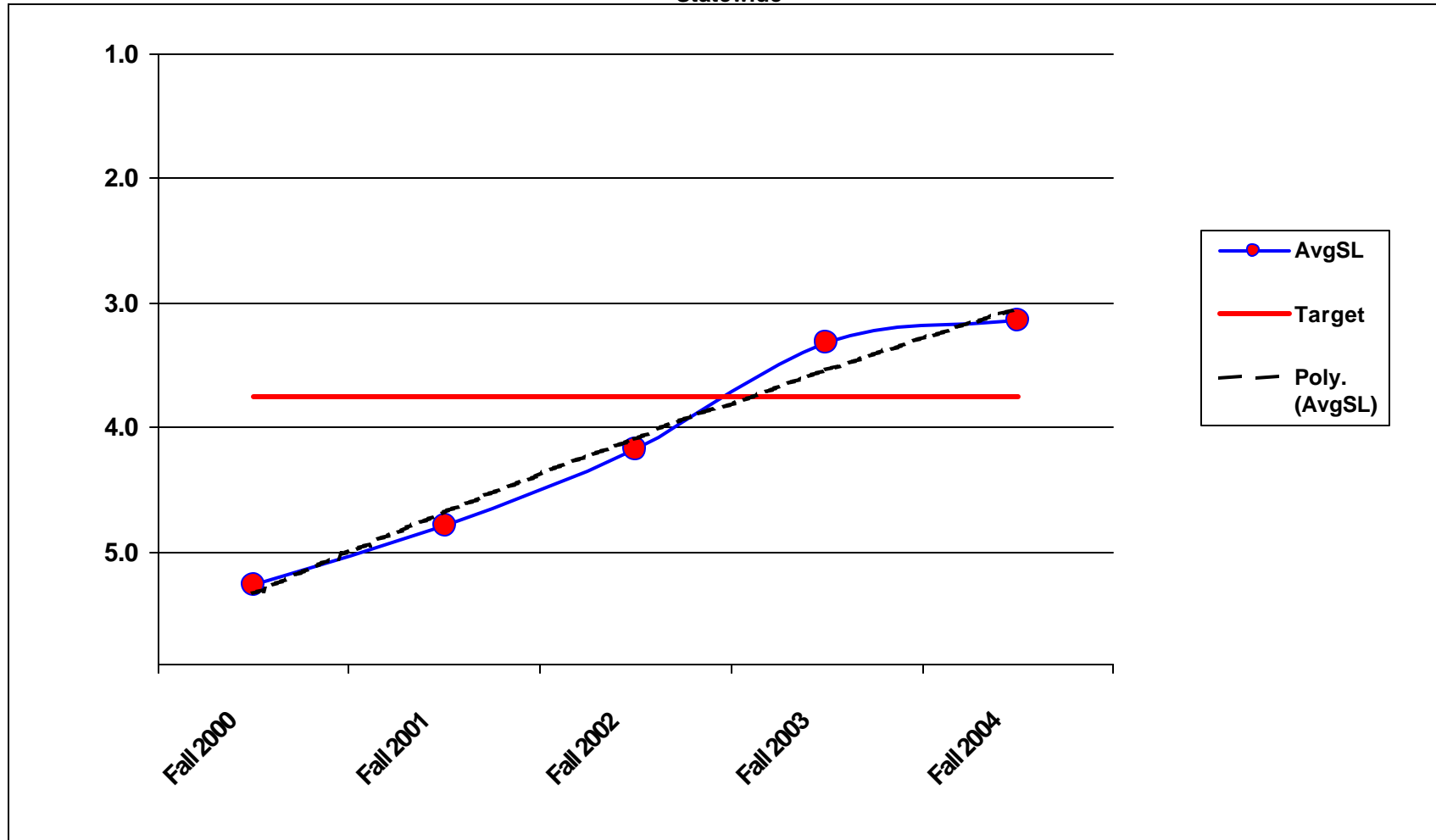
## 6A7 - Guardrail Maintenance

Statewide

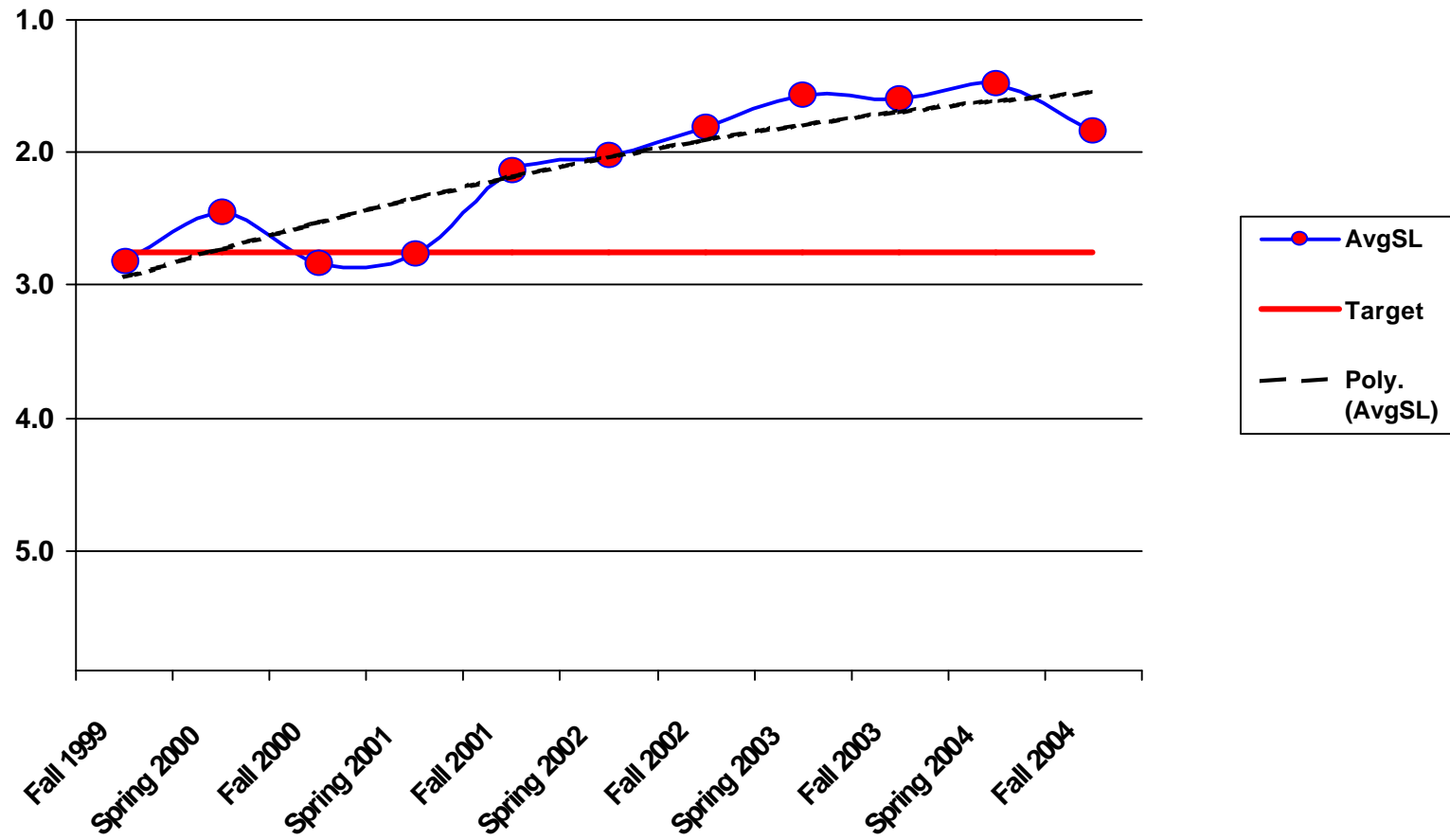


## 6B1 - Traffic Signal Systems

Statewide

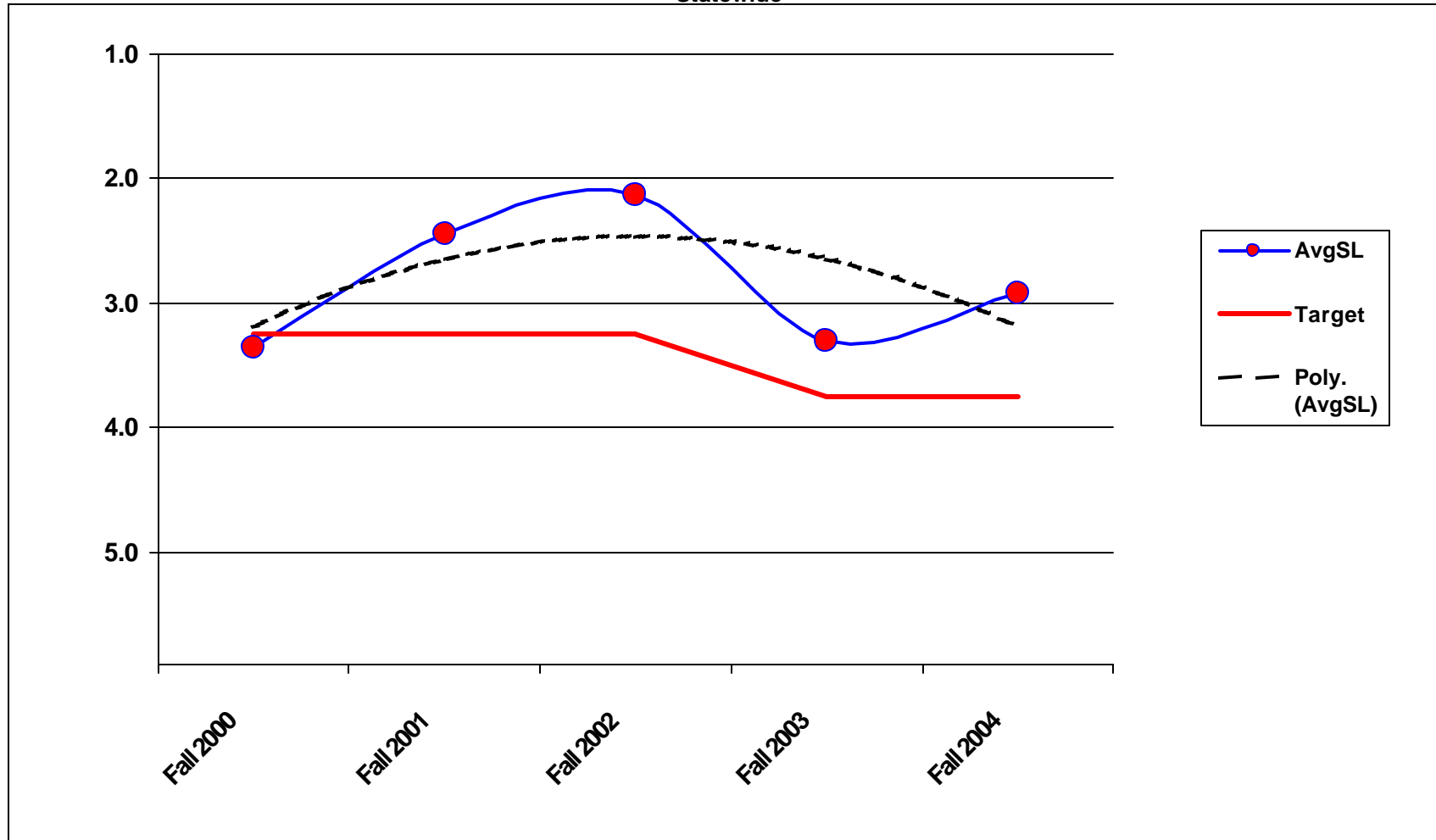


## 6B2 - Highway Lighting Systems Statewide



## 6B3 - Intelligent Traffic Systems

Statewide



## 7B1 - Rest Area Operations Statewide

